

Get Connected Through QATC!

Your call may be monitored for quality and training purposes.

Contact center outsiders may be surprised what happens behind the scenes when they hear this common phrase. Contact center insiders know it takes comprehensive training to make sure the agent knows how to handle each contact, and ongoing monitoring & coaching to ensure the quality of every single customer interaction.

Both training and quality assurance are key to the success of a contact center. The people involved in these functions need specialized skills and support from a network of qualified trainers, industry experts, and peers.

Join the Quality Assurance and Training Connection

One way to acquire these skills and find ongoing support is to become a part of the Quality Assurance & Training Connection (QATC), an exclusive organization designed specifically to facilitate the education, sharing of ideas, and distribution of knowledge among quality assurance and training professionals in the call center.

Who can join QATC?

Membership in QATC is available to anyone in the quality assurance, training, or related profession.

Why should I join QATC?

QATC provides its membership with a variety of benefits, including:

- Member-only access to certain areas of the QATC website
- Quarterly newsletters with timely articles written by industry experts
- Free registration to regional networking meetings with presentations and roundtable discussions on current issues and industry trends
- Access to web seminars on hot topics presented by peers and industry experts
- Online forums to exchange ideas with your peers without leaving the office
- Ability to post open positions on our Job Posting Board
- Free online training from The Call Center School
- \$250 discount to the QATC Annual Conference

Membership in QATC provides many opportunities for quality assurance and training professionals:

- Save time and money by gathering valuable information and tools from one central location
- Enhance skills and knowledge through a wide variety of educational offerings
- Interact with industry experts and your peers
- Stay abreast of industry trends, technology, and best practices.

The Quality Assurance and Training Connection (QATC) has a single mission: to support you – the Quality Assurance and Training professional.

So don't wait another minute – get connected by joining QATC!



Membership Benefits

You can become a part of this exclusive organization designed solely to facilitate the professional development of quality assurance and training professionals. Review the information below to learn about the benefits of becoming a QATC member!

| Benefit | Individual Membership (\$295 per year for one member) | Site Member (\$595 per year for up to three members) | Corporate Member (\$4995 per year for an unlimited number of members) | Non-Member |
|---|---|---|--|------------|
| Access to members-only Library (includes articles, tools, glossary, as well as archived Surveys, Tips of the Week, and Newsletters) | ✓ | ✓ | ✓ | |
| Access to members-only QATC web seminars presented by members/industry experts | ✓ | ✓ | ✓ | |
| Printed newsletter | ✓ | ✓ | ✓ | |
| Electronic newsletter | ✓ | ✓ | ✓ | ✓ |
| E-mail Tip of the Week | ✓ | ✓ | ✓ | ✓ |
| \$250 discount to the QATC Annual Conference | ✓ | ✓ | ✓ | |
| \$100 discount on CWPP Certification | ✓ | ✓ | ✓ | |
| Logins for free access to e-learning modules from The Call Center School | 1 | 3 | 10 | |
| Free Job Postings | ✓ | ✓ | ✓ | |
| Free registration to all regional networking meetings | ✓ | ✓ | ✓ | |
| Dual membership in the Society of Workforce Planning Professionals (SWPP) | | | ✓ | |

Membership Levels

There are three distinct levels of membership in QATC: individual membership, site membership, and corporate membership. One of these memberships is right for you!

Individual Membership – \$295 USD

An individual member enjoys all the benefits and privileges of QATC membership, including full access to the QATC website, a printed version of our quarterly newsletter, e-mail tip of the week, job posting, discount on the registration fee for the Annual Conference and CWPP certification, exclusive access to five e-learning modules on The Call Center School's e-learning platform, free web seminars throughout the year, and a free registration for regional networking meetings.

Site Membership – \$595 USD

A site membership allows a company to register up to three employees in QATC for a lower price. The members do not have to be located at the same site — just within the same company. Each individual registered within a site membership is entitled to all the benefits of QATC membership.

Corporate Membership – \$4995 USD

Corporate memberships allow companies to register an unlimited number of employees in QATC for one price. Each individual registered within a corporate membership is entitled to all the benefits of QATC membership. Corporate members receive 10 individual logins each with exclusive access to five e-learning modules on The Call Center School's Cloud Learning platform. QATC corporate members also receive the opportunity to add an unlimited number of employees in our sister association, the Society of Workforce Planning Professionals (SWPP).



www.qatc.org