

Mailing List

ICCM Conferences & Expositions Canada

Total Attendees 3,063 \$175 per 1,000

Who They Are

ICCM Conferences & Expositions – Canada will attract owners, presidents, corporate management and MIS communication professionals as well as management in the fields of sales and marketing, purchasing, call centre, CRM, telemarketing, operations, supply chain, fulfillment, e-commerce, e-business and e-customer service and other call-intensive organizations in the Canadian market. These call centre professionals work at these companies:



- Agency/Advertising/Direct Marketing
- ASP and ISP
- Banking/Financial Services/Credit/ Insurance
- Catalog/Mail Order
- Computer/Electronics/Software/Hardware

What They Buy

The ICCM Conferences & Expositions – Canada attendee list puts you in contact with professionals who are active in the specification, selection and authorization of equipment and services to increase phone contact with customers, prospects and others. They are interested in:

- Telecommunications hardware
- Call centre software
- Messaging systems
- Telemarketing services and training
- Voice/fax technology and services
- Cellular and fiber optic products
- Computer/telephone integration services and systems



Why They Attend

- Meet and share ideas with hundreds of other call centre professionals.
- Learn from the industry's top educators—hands-on professionals!
- Hear free educational sessions in the Application Showcase Theaters presented by today's leading call centre suppliers.
- Hear real-life case studies from your peers.
- Maximize your profile within your organization through increased knowledge of new, emerging technologies.
- Redefine how you manage your people, processes and operations.
- Develop your management and business skills and add new sources of value to your enterprise.

Contact Ilene Schwartz at 216-371-1667
ilene@krolldirect.com

For advertising opportunities visit www.iccmcanada.com

Quality Leads
Targeted Penetration
Guaranteed Value
Proven Results

Minimum Order
\$450

List Source
Registration Data

Telemarketing List
Base Rate + \$60/M

Mail/Phone/Email Lists
Combination Discounts Available
Call for Rates

Addressing/Format Options

| | |
|---------------------|-----------------|
| Email File | \$50/flat |
| Diskette | \$55/flat |
| Cheshire Labels | NC |
| Peel & Stick Labels | \$10/M |
| Galley Printout | \$10/M |
| Key Codes | \$3/M |
| Barcoding (labels) | \$6/M \$30 min. |

Updating Cycle
Lists are updated quarterly. Please call for the most current counts.

Terms and Conditions
Rented for one time use only. Sample mailing piece required, subject to approval.

Cancellations
\$10/M running charges plus \$50 cancellation fee. List must be returned within 90 days or full rental charges apply.



QUESTEX
MEDIA

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Mailing List

ICCM Canada Conferences

Breakdown by Job Title

| | |
|--|-----|
| Corporate Management | 839 |
| Sales & Marketing | 347 |
| Call Center/CRM/Telemarketing/Director/Manager | 456 |
| Account Executive/Project Manager/Director | 461 |
| Administrative/Office Services/Purchasing | 65 |
| IT/E-Commerce | 93 |
| Staff | 202 |
| Others not Classified by Title | 514 |

Type of Call Center Managed

| | |
|---------------------|-----|
| Inbound | 961 |
| Outbound | 495 |
| In & Out | 380 |
| Sales/Telemarketing | 504 |
| Customer Service | 880 |
| Help Desk | 418 |
| Product Support | 346 |
| Dispatch | 99 |
| Collections | 149 |
| Field Service | 135 |
| All of the Above | 275 |

Breakdown by Business/Industry

| | |
|--|-------|
| ASP/ISP | 130 |
| Agency (Advertising/DM) | 29 |
| Banking/Financial Services/Insurance | 360 |
| Computers/Hardware/Software | 190 |
| Consultants/VAR/VAD | 516 |
| Utilities/Telecom Service | 204 |
| Government | 122 |
| Education/Non Profit | 103 |
| Manufacturing | 97 |
| Travel/Entertainment/Broadcasting/Publishing | 106 |
| Medical/Healthcare | 54 |
| Real Estate | 24 |
| Wholesale/Retail/Mail Order | 63 |
| Others Not Classified by Industry | 1,065 |



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