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## **Pipkins Participates in 2012 Call Center Events**

*Workforce Management Solutions Company to Participate in  
2012 Call Center Optimization Forums and At-Home Agent Seminars*

**ST. LOUIS, MO** (January 16, 2012) — Pipkins, Inc., a leading supplier of workforce management software and services to the call center industry, today announced that it will participate in 2012 industry events, including 2012 Call Center Optimization Forums (CCOF) and At-home Agent Seminars, facilitated by Michelle Rowan, At-Home Agent Industry Leader.

Call Center Optimization Forums seminars are designed for executives, managers, and IT decision-makers of businesses who need to stay informed about the latest industry trends, best practices, and rapidly evolving contact center optimization technology. CCOF attendees will have an opportunity to learn industry best practices from multiple experts in the field and view demonstrations of the latest advancements in call center technology. Pipkins will focus on workforce management best practices.

At-home seminars are designed exclusively for organizations considering the at-home model, currently in pilot, or expanding and refining their existing model. Attendees of At-Home Agent Seminars range from blue-chip companies in continuous improvement mode to those studying the model and building business cases. Proven strategies and business cases will be the blue print for the sessions, with high interaction and benchmarking among attendees to leverage learning and best practices.

Pipkins will also participate in the 2012 Society of Workforce Planning Professionals (SWPP) Annual Conference where attendees can learn from industry experts and peers in 48 different sessions. Pipkins will be a part of the 2012 American Teleservices Association (ATA) Convention and Expo. ATA represents more than 4,000 contact centers that account for over 1.8 million professionals worldwide.

Dates for upcoming seminars are:

- February 21-23, Dallas, TX (Remote Agent Summit)
- March 7-9, Nashville, TN (SWPP)
- March 29-30, Tampa, FL (At-Home Agent Strategies for Success)
- April 29-May 2, Hollywood, FL (ATA)

### **About Pipkins Inc.**

Pipkins Inc., founded in 1983, is the leading supplier of workforce management software and services to the call center industry. Vantage Point, Pipkins' premier product, is the most accurate forecasting and scheduling tool on the market and enables managers to solve the complicated operational issues in today's multi-faceted call center environment. Pipkins' systems forecast and schedule more than 300,000 agents in over 500 locations across all industries worldwide. The company is headquartered in St. Louis, Missouri. For more information, visit [www.pipkins.com](http://www.pipkins.com).