

## **Customer Service Expert Bob Furniss Featured at ContactCenterWorld.com**

Nov. 25, 2004 - Bob Furniss, an authority in customer service and leader in creating tomorrow's customer experience for organizations, has been named to join top industry contact center and customer service professionals around the world as part of ContactCenterWorld.com's exclusive 'expert' panel. As a ContactCenterWorld.com expert, Bob is available to address questions relating to innovative approaches to a wide array of contact center issues including, improving the culture, managing employees, understanding and improving metrics, reducing costs, and implementing new technology.

To seek the advice of Bob and other experts, visit <http://www.contactcenterworld.com/asktheexpert.asp>.