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ROUNDTABLE

# Improving Absence

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## Join us for this month's #ContactCentre Roundtable Discussing Absence

**Absence is at the highest level the industry has ever seen. Improving absence is on most operation's agendas. We'll look at the reasons, the processes used to manage, along with ideas you can use in your own operation.**

Join us for this focused roundtable where we will work together to share experiences, initiatives and considerations. We will look at the current industry data, sharing absence rates from around the regions, along with discussing the causes and effects of absence. We'll take an overview of today's strategies on how to best to improve Absence as an industry, encouraging all to share their absence processes for key insights.

**Hosted by South West Contact Centre Forum and Northern Contact Centre Forum  
Chaired by Katy Forsyth, Red Recruitment**

Book your places today  
<https://contactcentreforum.co.uk/events-page/improving-absence-roundtable>

Thursday, 15 February 2024  
11am - 12:30pm