

# Deliver your Full Potential in Customer Experience with CCMA Ireland Membership

Join the leading community of 2,000 CX professionals at CCMA Ireland and take your customer experience to the next level. As a non-profit industry association, CCMA Ireland has been at the forefront of showcasing excellence in customer experience for over 20 years. Our mission is to bring together the best minds in the industry to collaborate, network, innovate, and lead the way in CX.

As a member of CCMA Ireland, you and your colleagues will have access to many benefits that will take your CX knowledge and expertise to the next level. Here's what you can expect when you join us:



## Membership

You can register up to 15 of your colleagues who will gain access to our members-only area and receive personal invitations to all of our events. Keep in mind, once your company is a corporate member, all of your employees can attend CCMA events free of charge.



## Member Events

Join us for up to 50 industry-specific events each year, including our CCMA Member Forums hosted by member companies showcasing and sharing best practices and insights in award-winning centres.



## Sponsor Events

Receive invites to sponsor briefing events for CCMA members, giving you the opportunity to stay ahead of the curve on the latest trends in technology, employee engagement, digital CX, and much more.



## CCMA Annual Conference

Join over 150 senior industry executives at the CCMA annual conference held in May. You will have the opportunity to hear from CX Thought Leaders, fellow practitioners, and experts, all while networking with your peers. Members can avail of a reduced rate to attend the conference.



## CCMA Annual Awards

Participate in our annual industry awards showcasing the best in CX in Ireland.



## Member Research

Participate and receive access to the annual members survey that captures valuable benchmarking data, including salary levels, attrition and absenteeism rates, as well as identifying the key challenges facing our members and how we can support you in overcoming them.



## Member Resources

Gain access to the CCMA library of resources, including webinar recordings, presentations, white papers, case studies, and more, in our members-only area, which you will have access to.



## Specialist Workshops

Your team can participate in a range of workshops and training programmes, designed and delivered by leading industry experts. Providing the opportunity to dive deep into key topics including, for example, Complaint Handling, Employee Retention, and Managing Hybrid Teams. These workshops come with a small member charge but offer a valuable forum for networking and learning.



## Industry Special Interest and User Groups

Join one of our special interest groups and connect with other member companies facing similar challenges. Previous groups have focused on areas like WFM, CX delivery, Quality Measurement, and Diversity and Inclusion. Through these groups, members have helped each other find solutions to these challenges.



## Vacancies Portal

As the only association for the CX industry in Ireland, you can promote your vacancies free of charge through our website.



Become a CCMA Corporate or Individual member by contacting [dorothy@ccma.ie](mailto:dorothy@ccma.ie)

## Our membership cost:

- Contact centre with less than 50 staff  
€650 per annum
- Contact centre with more than 50 staff  
€950 per annum
- Supplier to industry  
€950 per annum
- Individual Membership  
€250 per annum

Don't miss out on this opportunity to take your CX journey to the next level and join us today!

