In this unique Best Practices installment, we will challenge you to give concrete examples and quick case studies of actual implementations you have delivered, measured with success metrics. We will look at return-on-investment numbers, big returns on key performance indicators, and examples of significant digital transformation they've achieved.

You will inform our readers on how to get executive buy-in for their strategic contact center transformations by highlighting real-world results to help them build a strong business case of their own.

[Sponsors will present brief case study examples, success stories, or other information our readers can use to substantiate their business cases.]

**Roundtable Date:** November 3, 2021

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**Also in June:**  ■ Personalization Done Right: Using Data and Technology to Strengthen Customer Relationships  ■ C-Level Leadership: Who Owns the Customer Experience?
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