2021 ROUNDTABLE



Analytics and Business Intelligence Solutions for **Challenging Times**

2021 will be a year of rapid change, a departure from the pre-pandemic world that will see the establishment of a "new normal" way of doing business. Many industries will scramble to survive, and others will benefit from the sudden shift in the economy and consumer demand, but the economy will not return to business as usual.

Business intelligence (BI) solutions collect and analyze current, actionable data to provide insights into improving business operations. Business analytics (BA) tools also analyze historical data and predict business trends, which can help organizations stay prepared even in times of great uncertainty.

Contribute to this Best Practices installment and tell our audience how BA and BI can help them make intelligent, data-driven decisions to keep their organizations ready for the next new normal stage in the post-pandemic economy.

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Also Marketed in September: Workforce Optimization for More Productive Agents and More Satisfied Customers

2021 Contact Center Innovations - Successful Case Study Snapshots Roundtable Date: 11/3/21

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SCHEDULE & RATES

Personalization Done Right: Using Data and Technology to Strengthen Customer Relationships Roundtable Date: 11/17/21

C-Level Leadership: Who Owns Customer Experience?

Roundtable Date: 12/15/21

6/16/21 CX Connect - Customer Experience 6/17/21 CX Connect - Contact Center

JULY/AUGUST ISSUE

Customer Journey Analytics to Improve CX

Roundtable Date: 1/27/21

The **Omnichannel** Support Imperative Roundtable Date: 3/24/21

Supercharging Your Contact Center With Artificial Intelligence Roundtable Date: 2/10/21

Top Data Quality Issues for a Data-Driven

Roundtable Date: 2/24/21

7/14/21 Transformational CX - Designing Experiences That Wow Customers

7/28/21 Master Data Management -A Single View of the Truth

AUGUST

8/11/21 | Prefer Self-Service - Don't Make Me Talk to a CSR

8/25/21 Customer Experience Management for Driving B2C Growth

SEPTEMBER ISSUE

Analytics and Business Intelligence Solutions for Challenging Times

Workforce Optimization for More Productive Agents and More Satisfied Customers Roundtable Date: 4/27/21

SEPTEMBER

9/1/21 Designing a Customer Engagement Center April Issue

9/15/21 Creating a Customer-First Organization: Technology and People

9/29/21 The State of Knowledge Management in an Al World

OCTOBER ISSUE

Voice of the Customer Strategies and Tactics for Better Customer Insights Roundtable Date: 4/21/21

Smart IVRs for Exceptional Service Roundtable Date: 3/10/2

OCTOBER

10/13/21 Conversational Al: The Future of Customer Service?

10/27/21 Linking Employee and Customer Experience: Workforce Éngagement Management

NOVEMBER/DECEMBER ISSUE

Virtual Contact Centers: Lessons Learned in Uncertain Times Roundtable Date: 5/5/2

Smart Field Service Management Strategies Roundtable Date: 5/19/21

Transformational CX - Designing Experiences That Wow Customers Roundtable Date: 7/14/21

Speech Analytics and Al: A Game Changer

I Prefer Self-Service - Don't Make Me Talk to a CSR

Roundtable Date: 8/11/21

Roundtable Date: 6/2/21

NOVEMBER

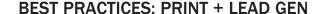
11/3/21 2021 Contact Center Innovations -Successful Case Study Snapshots

11/17/21 Personalization Done Right: Using Data and Technology to Strengthen Customer Relationships

DECEMBER

12/1/21 Customer Service in a Smartphone World

12/15/21 C-Level Leadership: Who Owns Customer Experience?





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