

Smart Field Service Management Strategies for 2021

The field service market is estimated to hit \$1.6 billion in 2020. Sending technicians into the field is an expensive proposition; field service reps have to be well-trained, have good customer service skills, and have the technology and tools to keep them on track and on time.

Customers need to be able to schedule appointments online, at a convenient time for them and be kept in the loop when bad weather, traffic, or other realities prevent the technician from arriving on time.

Fortunately, many solutions and best practices can systematically improve the odds that field service calls will be punctual, technicians will be well-equipped with spare parts and the necessary skills, and customers will be satisfied.

Contribute to this month's Best Practices installment and tell our readers how to build a worldclass field service organization.

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Also Marketed in November: **Virtual Contact Centers**

■ Transformational CX: Designing Experiences That Wow Customers

2021 BEST PRACTICES SCHEDULE & RATES

Standard - 1 page (750 words) \$7,500 net Silver - 2 pages (1,500 words) \$8,500 net Gold - 3 pages (2,250 words) \$9,500 net

Platinum - 4 pages (3,000 words) \$10,500 net

2021 ROUNDTABLE SCHEDULE

Participation in Webinar Roundtable - \$8,500

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

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

JULY

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 Roundtable Date: 6/16/2:

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: 5/5/21

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

Roundtable Date: 6/2/21

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

Roundtable Date: 8/11/21

NOVEMBER

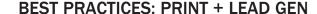
11/3/21 2021 Contact Center Innovations -Successful Case Study Snapshots

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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