

Best Practices

How to Deliver Exceptional Customer Experiences

Delivering exceptional customer experiences (CX) is the goal of C-suite decision makers and CX professionals everywhere. But how should companies approach this lofty goal and reap the benefits of more loyal customers, higher profit margins, and increased shareholder value?

Contribute to this month's Best Practices Series and help our readers build a business case for their CX programs so they can deliver exceptional experiences that ensure their competitive edge.

Roundtable Date: 11/16/2022

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2022 BEST PRACTICES SCHEDULE & RATES

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2022 ROUNDTABLE SCHEDULE

Participation in Webinar Roundtable – \$8,500

JANUARY

Megatrends in Customer Technology: Expert Predictions for 2022 and Beyond
Roundtable Date: 1/12/2022

How to Deliver **Exceptional Customer Experiences**
Roundtable Date: 1/16/2022

JANUARY

1/12/22 Megatrends in Customer Technology: Expert Predictions for 2022 and Beyond

1/26/22 Voice-of-the-Customer Programs Guide CX Improvement

FEBRUARY

Sales Enablement Tools for 21st-Century Sales Teams
Roundtable Date: 8/3/2022

Identity Verification in a Scary World
Roundtable Date: 10/26/2022

FEBRUARY

2/2/22 Contact Center as a Service (CaaS): Why Now Is the Time

2/16/22 Customer Journey Management for Maximum Customer Engagement

MARCH

Speech Analytics in the Contact Center
Roundtable Date: 6/1/2022

Customer Data Platforms for True Personalization
Roundtable Date: 9/28/2022

MARCH

3/2/22 The Power of Personalization in Customer Experience

3/30/22 AI-Powered Self-Service: The Next Step in Empowering Your Customers

APRIL

Digital Transformation of the Contact Center
Roundtable Date: 7/13/2022

Voice-of-the-Customer Programs Guide CX Improvement
Roundtable Date: 1/26/2022

APRIL

4/6/22 Contact Center Analytics: Actionable Intelligence at the Point of Service

4/27/22 Smart Customer Service Done Right: Real-World Success Stories From the Field

MAY

Contact Center as a Service (CaaS): Why Now Is the Time
Roundtable Date: 2/2/2022

Customer Journey Management for Maximum Customer Engagement
Roundtable Date: 2/16/2022

MAY

5/11/22 Creating an Omnichannel Strategy for Seamless Customer Journeys

5/25/22 **Conversational AI:** The Promise of Intelligent Customer Support

JUNE

The Power of **Personalization** in Customer Experience
Roundtable Date: 3/2/2022

AI-Powered Self-Service: The Next Step in Empowering Your Customers
Roundtable Date: 3/30/2022

JUNE

6/1/22 Speech Analytics in the Contact Center

6/15/22 Data Quality Challenges for a Data-Driven Decade

JULY

Happier Agents Create Happier Customers
Roundtable Date: 10/12/2022

Welcome to the **Customer Experience Center!**
Roundtable Date: 8/31/2022

JULY

7/13/22 Digital Transformation of the Contact Center

7/27/22 The Management of Customer Experiences

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