

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

FFRRUARY

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

and Beyond

Guide CX Improvement

Sales Enablement Tools for 21st-Century Sales Teams

Roundtable Date: 8/3/2022

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

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

Personalization Roundtable Date: 9/28/2022

FERRUARY

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

1/12/22 Megatrends in Customer

Technology: Expert Predictions for 2022

1/26/22 Voice-of-the-Customer Programs

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

MARCH

Customer Data Platforms for True

3/2/22 The Power of Personalization in

Customer Experience

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

Digital Transformation of the Contact

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

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

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

The Power of **Personalization** in Customer Experience

Roundtable Date: 3/2/2022

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

6/1/22 Speech Analytics in the Contact

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

Happier Agents Create Happier Customers

Roundtable Date: 10/12/2022

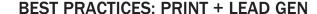
Welcome to the Customer Experience

Roundtable Date: 8/31/2022

JUIY

7/13/22 Digital Transformation of the Contact Center

7/27/22 The Management of Customer Experiences





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