

Speech Analytics in the Contact Center

Speech analytics can glean critical insights from the torrent of unstructured voice data flowing through a contact center. Analysis of voice data has been the missing piece for monitoring what is happening in the contact center in real-time. There can be no digital transformation of the contact center without speech analytics.

It is no wonder that speech analytics is one of the fastest-growing call center technology segments. Speech analytics can analyze 100% of customer interactions to detect trends and emotions that might signal a problem. It can also empower agents in real-time and guide them to provide better service by improving their effectiveness and consistency.

Contribute your expert perspectives to this month's Best Practices installment and help our information-seeking readers benefit from your knowledge and expertise.

Roundtable Date: 6/1/2022

Published in March CRM magazine | Content Due: February 20, 2022 Marketed in March

Also Marketed in March: **Customer Data Platforms** for True Personalization

2022 BEST PRACTICES **SCHEDULE & RATES**

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2022 ROUNDTABLE SCHEDULE

1/12/22 Megatrends in Customer

Technology: Expert Predictions for 2022

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

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

JANUARY

Sales Enablement Tools for 21st-Century Sales Teams

Roundtable Date: 8/3/2022

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

FERRUARY

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

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

FERRUARY

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 Al-Powered Self-Service: The Next Step in Empowering Your Customers

APRIL

Digital Transformation of the Contact

Roundtable Date: 7/13/2022 Voice-of-the-Customer Programs Guide

CX Improvement Roundtable Date: 1/26/2022

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

JUNE

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

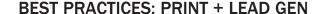
Roundtable Date: 8/31/2022

Welcome to the Customer Experience

JULY

7/13/22 Digital Transformation of the Contact Center

7/27/22 The Management of Customer Experiences





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