

Contact Center as a Service: Why Now Is the Time

The events of the past few years have escalated interest in all cloud services, although not necessarily for their featured benefits, such as no/low capital expenditures, decreased need for IT support, or instant updates and fixes.

The ability to connect with remote workers, while always a core feature, has sprung to the forefront as supporting work-from-home agents has become key to retaining staff and providing even better customer experiences.

Contribute your expertise to help our readers evaluate on-premises versus cloud solutions in this month's highly relevant Best Practices series.

Roundtable Date: 2/2/2022

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Also Marketed in May:

Customer Journey Management for Maximum Customer Engagement

2022 BEST PRACTICES SCHEDULE & RATES

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2022 ROUNDTABLE SCHEDULE

Participation in Webinar Roundtable - \$8,500

MARCH

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

Customer Data Platforms for True Personalization

Digital Transformation of the Contact

Roundtable Date: 9/28/2022

Roundtable Date: 7/13/2022

MARCH

Customer Experience

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

3/2/22 The Power of Personalization in

3/30/22 Al-Powered Self-Service: The

Next Step in Empowering Your Customers

4/27/22 Smart Customer Service Done Voice-of-the-Customer Programs Guide CX Improvement Right: Real-World Success Stories From Roundtable Date: 1/26/2022 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

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

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

JULY

Happier Agents Create Happier Customers

Roundtable Date: 10/12/2022

Welcome to the Customer Experience Center!

Roundtable Date: 8/31/2022

7/13/22 Digital Transformation of the Contact Center

7/27/22 The Management of Customer Experiences

AUGUST

Customer Journey Analytics: Actionable Insights That Drive Revenue Growth Roundtable Date: 9/14/2022

Smart Customer Service Done Right: Real-World Success Stories from the Field Roundtable Date: 4/27/2022

AUGUST

8/3/22 Sales Enablement Tools for 21st-Century Sales Teams

8/17/22 Work Smarter, Not Harder, with Workforce Optimization

8/31/22 Welcome to the Customer Experience Center!

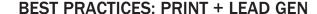
SEPTEMBER

Contact Center Analytics: Actionable Intelligence at the Point of Service Roundtable Date: 4/6/2022

Creating an Omnichannel Strategy for Seamless Customer Journeys Roundtable Date: 5/11/2022

9/14/22 Customer Journey Analytics: Actionable Insights That Drive Revenue Growth

9/28/22 Customer Data Platforms for True Personalization





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