

Best Practices

thought leadership & lead generation



# 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

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