

Best Practices

thought leadership & lead generation



Happier Agents Create Happier Customers

Contact center agents have challenging and often stressful jobs dealing with demanding customers while simultaneously satisfying the performance indicators that measure their success.

Even before the pandemic, organizations realized that improving the work lives of front-line agents was essential for providing better customer experiences.

But how can organizations attract and retain agents in a tight labor market by satisfying employees' work/life needs?

Contribute your expert recommendations to this month's Best Practices installment and share your knowledge for creating a better working environment for employees and agents by providing them with the tools and support they need to serve customers.

Roundtable Date: 10/12/2022

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Also Marketed in July: ■ Welcome to the **Customer Experience Center!**

2022 BEST PRACTICES SCHEDULE & RATES

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2022 ROUNDTABLE SCHEDULE

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<p>APRIL</p> <p>Digital Transformation of the Contact Center <i>Roundtable Date: 7/13/2022</i></p> <p>Voice-of-the-Customer Programs Guide CX Improvement <i>Roundtable Date: 1/26/2022</i></p>	<p>APRIL</p> <p>4/6/22 Contact Center Analytics: Actionable Intelligence at the Point of Service</p> <p>4/27/22 Smart Customer Service Done Right: Real-World Success Stories From the Field</p>
<p>MAY</p> <p>Contact Center as a Service (CaaS): Why Now Is the Time <i>Roundtable Date: 2/2/2022</i></p> <p>Customer Journey Management for Maximum Customer Engagement <i>Roundtable Date: 2/16/2022</i></p>	<p>MAY</p> <p>5/11/22 Creating an Omnichannel Strategy for Seamless Customer Journeys</p> <p>5/25/22 Conversational AI: The Promise of Intelligent Customer Support</p>
<p>JUNE</p> <p>The Power of Personalization in Customer Experience <i>Roundtable Date: 3/2/2022</i></p> <p>AI-Powered Self-Service: The Next Step in Empowering Your Customers <i>Roundtable Date: 3/30/2022</i></p>	<p>JUNE</p> <p>6/1/22 Speech Analytics in the Contact Center</p> <p>6/15/22 Data Quality Challenges for a Data-Driven Decade</p>
<p>JULY</p> <p>Happier Agents Create Happier Customers <i>Roundtable Date: 10/12/2022</i></p> <p>Welcome to the Customer Experience Center! <i>Roundtable Date: 8/31/2022</i></p>	<p>JULY</p> <p>7/13/22 Digital Transformation of the Contact Center</p> <p>7/27/22 The Management of Customer Experiences</p>
<p>AUGUST</p> <p>Customer Journey Analytics: Actionable Insights That Drive Revenue Growth <i>Roundtable Date: 9/14/2022</i></p> <p>Smart Customer Service Done Right: Real-World Success Stories from the Field <i>Roundtable Date: 4/27/2022</i></p>	<p>AUGUST</p> <p>8/3/22 Sales Enablement Tools for 21st-Century Sales Teams</p> <p>8/17/22 Work Smarter, Not Harder, with Workforce Optimization</p> <p>8/31/22 Welcome to the Customer Experience Center!</p>
<p>SEPTEMBER</p> <p>Contact Center Analytics: Actionable Intelligence at the Point of Service <i>Roundtable Date: 4/6/2022</i></p> <p>Creating an Omnichannel Strategy for Seamless Customer Journeys <i>Roundtable Date: 5/11/2022</i></p>	<p>SEPTEMBER</p> <p>9/14/22 Customer Journey Analytics: Actionable Insights That Drive Revenue Growth</p> <p>9/28/22 Customer Data Platforms for True Personalization</p>

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