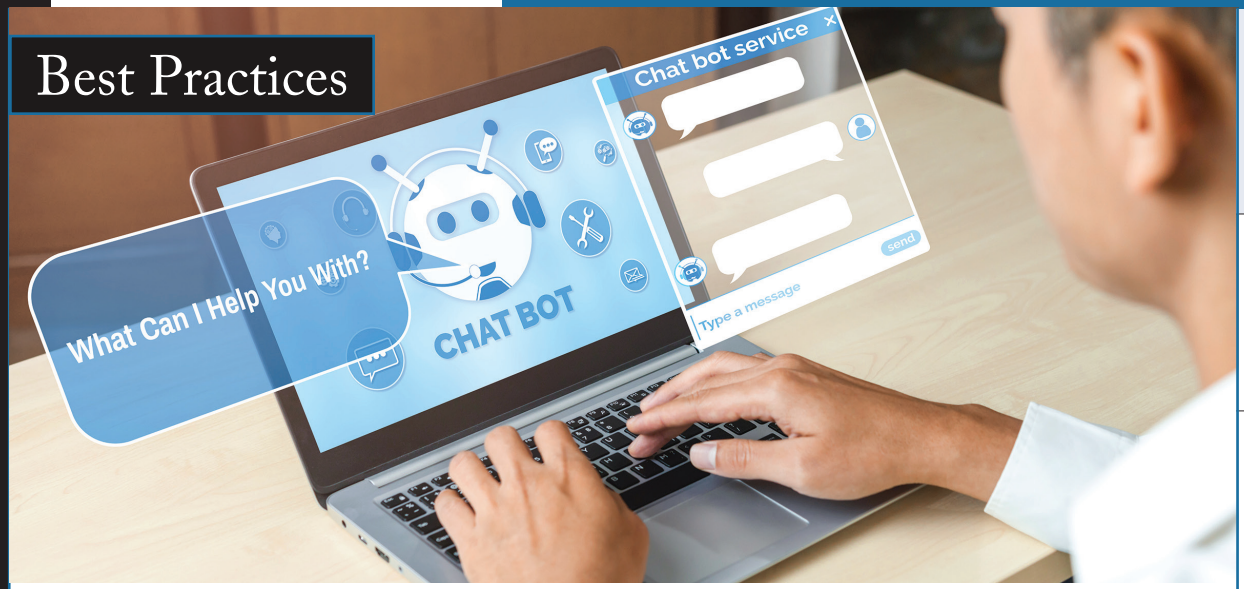
thought leadership & lead generation

Best Practices



AI & Bots in Customer Care

Way back in 2020, Gartner estimated that 40% of all customer interactions will be guided by AI and machine learning technologies by 2023.

Are we there yet? What are the best applications for these technologies? How can organizations use these technologies to expand their self-service capabilities, and how have consumers responded to these promising technologies?

Contribute to this month's Best Practices installment and help our readers understand the current state of AI and bots and where these technologies will be deployed or expanded in the coming year.

Roundtable Date: 12/7/2022

Published in **October** *CRM* magazine | Content Due: **September 20, 2022** | Marketed in **October**

Also Marketed in October: ■ Work Smarter, Not Harder, With Workforce Optimization

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JULY

Happier Agents Create **Happier Customers**
Roundtable Date: 10/12/2022

Welcome to the **Customer Experience Center!**
Roundtable Date: 8/31/2022

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

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

OCTOBER

AI & Bots in Customer Care
Roundtable Date: 12/7/2022

Work Smarter, Not Harder, With **Workforce Optimization**
Roundtable Date: 8/17/2022

NOVEMBER

Conversational AI: The Promise of Intelligent Customer Support
Roundtable Date: 5/25/2022

The **Management** of **Customer Experiences**
Roundtable Date: 7/27/2022

DECEMBER

Data Quality Challenges for a Data-Diven Decade
Roundtable Date: 6/15/2022

2022 Contact Center Innovations—Successful Case Study Snapshots
Roundtable Date: 11/2/2022

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SEPTEMBER

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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10/12/22 Happier Agents Create Happier Customers

10/26/22 Identity Verification in a Scary World

NOVEMBER

11/02/22 2022 Contact Center Innovations—Successful Case Study Snapshots

11/16/22 How to Deliver Exceptional Customer Experiences

DECEMBER

12/07/22 AI & Bots in Customer Care

2023 ROUNDTABLE SCHEDULE

JANUARY 2023

1/11/2023 MegaTrends in Customer Technologies—Predictions That You Need to Know in 2023

1/18/2023 Digital-First Customer Service—The Logical Next Step Beyond Self-Service

FEBRUARY 2023

2/1/2023 The Conversational Contact Center: Integrating AI's Potential Now

2/15/2023 Deep Personalization: Customer Data with a Purpose

MARCH 2023

3/1/2023 How to Leverage AI for Integrated CX Strategy

3/15/2023 Create a Better Contact Center Culture with Workforce Engagement Strategies and Technologies

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