

## Best Practices

thought leadership &amp; lead generation

# 2022 Contact Center Innovations—Successful Case Study Snapshots

Contribute to this month's Best Practices installment if you have any success stories or case study examples of actual implementations they have delivered with significant success.

We will look at innovations that have produced positive quantitative outcomes as determined by ROI numbers, key performance indicators, and examples of unique, real-world innovations that have helped actual customers achieve significant success.

If you have an innovative success story to share with our audience, this is an excellent opportunity to help our readers build a strong business for their contact center innovations.

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Also Marketed in December: ■ Data Quality Challenges for a Data-Driven Decade

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What's So Great About **Proactive Customer Service**?

### JANUARY

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Total Experience: **Experience Convergence**  
Achieve Next-Level CX with **Real-Time Customer Analytics**

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

### MARCH

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**Digital Transformation of Customer Experience**—What's Possible Now?

### MARCH

**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

### APRIL (PRINT)

**Speech Analytics**: The Core Contact Center Technology  
**Digital-First Customer Service**—The Logical Next Step Beyond Self-Service

### APRIL

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### MAY

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**Deep Personalization**: Customer Data with a Purpose

### MAY

**5/10/2023** Contact Center as a Service—Simply Subscribe?  
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### JUNE

**The Conversational Contact Center**: Integrating AI's Potential Now  
How to **Leverage AI** for Integrated CX Strategy

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