

Megatrends in Customer Technologies—Predictions That You Need to Know in 2023

Every January, we kick off the new year, challenging prominent solution providers to concisely predict what significant trends will catch hold in the next 12 months and why our audience needs to be aware of these promising future paths.

Contributions to the Best Practices kick-off installment usually come from different customer-enabling solution vendors, providing our readers with a wide variety of distinct perspectives. Our readers would love to hear your predictions this year!

Live Roundtable Webcast: January 11, 2023

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Also Marketed in January: What's So Great About Proactive Customer Service?

2023 BEST PRACTICES SCHEDULE & RATES

Standard – 1 page (750 words) \$7,500 net **Silver** – 2 pages (1,500 words) \$8,500 net **Gold** – 3 pages (2,250 words) \$9,500 net **Platinum** – 4 pages (3,000 words) \$10,500 net

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JANUARY

Megatrends in Customer Technologies—Predictions That You Need to Know in 2023

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

JANUARY

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

Total Experience: Experience
Convergence

Achieve Next-Level CX with Real-Time Customer Analytics

FEBRUARY

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

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

MARCH

Contact Center as a Service— Simply Subscribe?

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

MARCH

3/1/2023 How to Leverage Al 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

ΛPRII

4/12/2023 What's So Great About Proactive Customer Service?

4/26/2023 Achieve Next-Level CX with Real-Time Customer Analytic

MAY

Create a Better Contact Center Culture with **Workforce Engagement** Strategies and Technologies

Deep Personalization: Customer Data with a Purpose

MAY

5/10/2023 Contact Center as a ServiceSimply Subscribe?

5/24/2023 Digital Transformation of Customer Experience—What's Possible Now?

JUNE

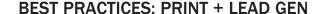
The Conversational Contact Center: Integrating Al's Potential Now How to Leverage Al for Integrated CX Strategy

JUNE

6/7/2023 Total Experience: Experience Convergence

6/21/2023 Speech Analytics: The Core Contact Center Technology







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