The past several years have seen a spike in contact center implementations due to the acceleration of digital transformation efforts, which were themselves prompted by the pandemic’s effects on customer trends and workforce issues.

What worked? What didn’t? What are the long-term trends that contact centers are embracing in their planning?

Does your company have any success stories to share of clients that have upgraded contact center technology and processes or whose initiatives met or exceeded expectations?

Contribute your experiences to our annual look at the notable deployments in contact centers that moved the key performance indicator metrics needle, delivered a positive return on investment, or were unique, real-world innovations that mattered.

*Live Roundtable Webcast: December 6, 2023*

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