

Best Practices

thought leadership & lead generation

2023 Contact Center Success Stories and Case Studies: Implementations That Delivered Value

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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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

2023 ROUNDTABLE SCHEDULE

Participation in Webinar Roundtable – \$8,500

MAY

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Customer Data Platforms: Know Thy Customer

JUNE

The Conversational Contact Center: Integrating AI's Potential Now

How to **Leverage AI** for Integrated CX Strategy

JULY

Hot Topics in **Customer Analytics:** Insight and Action

Customer Journey Management: A Key Focus for Stronger Brands

AUGUST

Reimagining Customer Experience: Structure Follows Strategy

Contact Center Security: Fraud, Governance, and Compliance

SEPTEMBER (PRINT ISSUE)

Future-Proofing Your CX Efforts: Is This Even Possible?

Contact Center **Workforce Strategies** in a Remote World

OCTOBER

Personalization: The Key to CX Excellence

Humans and their Chatbots: AI-Assisted Answers for Everyone

NOVEMBER

Omnichannel Customer Experience: Table Stakes in 2023

Agent Experience: Enhancing CX From the Inside Out

DECEMBER

2023 Contact Center Success Stories and Case Studies: Implementations that Delivered Value

MAY

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

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

JUNE

6/7/2023 Total Experience: Experience Convergence

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

JULY

7/12/2023 Contact Center Workforce Strategies in a Remote World

7/26/2023 Future-Proofing Your CX Efforts: Is This Even Possible?

AUGUST

8/9/2023 Humans and their Chatbots: AI-Assisted Answers for Everyone

8/23/2023 Personalization: The Key to CX Excellence

SEPTEMBER

9/13/2023 Agent Experience: Enhancing CX From the Inside Out

9/27/2023 Customer Journey Management: A Key Focus for Stronger Brands

OCTOBER

10/11/2023 Omnichannel Customer Experience: Table Stakes in 2023

10/25/2023 Contact Center Security: Fraud, Governance, and Compliance

NOVEMBER

11/1/2023 Reimagining Customer Experience: Structure Follows Strategy

11/15/2023 Hot Topics in Customer Analytics: Insight and Action

DECEMBER

12/6/2023 2023 Contact Center Success Stories and Case Studies: Implementations that Delivered Value

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