

Best Practices



thought leadership & lead generation

AI's Role in Modern Customer Support Centers

The future landscape of customer support centers is being reshaped by AI's burgeoning influence. With AI investments eclipsing \$10 billion in Q1 2023, the imperative to adapt has never been more compelling.

We seek insights from recognized experts like you to elucidate this transformation. Share your knowledge on how AI acts not as a replacement, but as an augments, of human capabilities. Provide strategies on harnessing AI-driven tools that refine response times, minimize errors, and amplify operational efficiency.

Join the discussion and share your wisdom in our edition, **AI's Role in Modern Customer Support Centers Best Practices!**

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2024 BEST PRACTICES SCHEDULE & RATES

Standard - 1 page (750 words) \$7,500 net
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<p>SEPTEMBER (PRINT ISSUE) <i>Copy Due 8/5/24</i> Managing Security and Compliance Issues in the Contact Center Customer Experience Management: Real-World Solutions</p>	<p>SEPTEMBER 9/11/24 - Chatbots, Virtual Assistants, and Generative AI: The Future of Customer Engagement 9/25/24 - Call Center Analytics for Better Customer Experiences</p>
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