

| Month | Workforce Optimization | CRM, BPO & Teleservices | Call Center Technology | Purchasing Guides | Awards & Recognition | Deadlines |
|-----------|---|--|--|---|--|---|
| January | Workforce Solutions Leaders Discuss What's Ahead For Their Industry | Affordable CRM for the SMB Market | Leverage Open Source in the Contact Center for Next-Generation Performance | Displays/Display Technologies | Customer Inter@ction Solutions' 2008 Product Of The Year Awards  | IO/Material Deadline 12/18/2008 |
| February | Optimizing Contact Center Operations With Performance Management | Top Tips to Build and Keep Customer Loyalty With CRM | Presence & Unified Communications in the Multimedia Contact Center | Data Security Strategies | 16th-Annual MVP Outsourcing Quality Award Highlights  | IO/Material Deadline 1/15/2009 |
| March | Technologies to Improve Workforce Productivity & Reduce Turnover | CRM Services & Solutions Roundup | Software as a Service Strategies to Benefit the Contact Center | Speech Solutions | 24th-Annual Top 50 Teleservices Agencies Roundup (Outbound)  | IO/Material Deadline 2/19/2009 |
| April | Leveraging Technology to Enable Home Agents | CRM Messaging & Notification | Exploring Advanced Speech Technologies | Unified Communications Solutions | 24th-Annual Top 50 Teleservices Agencies Roundup (Inbound)  | IO/Material Deadline 3/19/2009 |
| May | Identifying and Selecting Quality Monitoring Solutions | CRM & the Mobile Workforce | Deploy SIP-Based Contact Center Solutions for Productivity | Headsets | 10th-Annual CRM Excellence Awards (Part I)  | IO/Material Deadline 4/16/2009 |
| June | Evaluating & Purchasing Workforce Management Solutions | Location, Location, Location: Site Selection Roundup | Display Technologies Update & Roundup | IP Contact Center Solutions | 10th-Annual CRM Excellence Awards (Part II)  | IO/Material Deadline 5/21/2009 |
| July | The Critical Role of Performance Analytics | CRM Executive Roundtable: Industry Leaders Speak Out | When Does a Hosted Contact Center Strategy Make Sense? | CRM for the SMB | IP Contact Center Technology Pioneer Awards  | IO/Material Deadline 6/18/2009 |
| August | Contact Center Training & Certification | Alternative CRM: Hosted SAAS & Open Source | Contact Center Trends: Unified Communications | Green Contact Center Solutions | Customer Inter@ction Solutions' Speech Technology Excellence Awards //Special Advertising Section - 24th Annual Corporate Profiles  | IO/Material Deadline 7/16/2009 |
| September | Using Contact Center Recording to Improve Operations | Business Process Outsourcing for the Contact Center | Data Security Considerations for the Contact Center | TMC Labs Innovation Awards Part I  | | IO/Material Deadline 8/20/2009 |
| October | Workforce Optimization Roundup | Call Center/CRM Integration | Disaster Recovery Planning | TMC Labs Innovation Awards Part I  | | IO/Material Deadline 9/17/2009 |
| November | Staff Recruiting and Screening | Why Your Contact Center Needs Real-Time Data | Purchasing Headsets/Headset Roundup | Mobile CRM Tools | Teleservices Agencies and BPO Who's Who | IO/Material Deadline 10/15/2009 |
| December | 2009 Buyers' - Guide Sell Your Products 365 Days A Years | | | | | IO/Material Deadline 11/19/2009 |

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