



Month	Operations and Management	CRM, BPO, and Teleservices	Call Center Technology	Case Studies	Awards and Recognition	Deadlines	Show Distribution
January	Quality Management	Innovations in CRM	Enabling the Social Customer	Workforce Management	CIS Product of the Year Awards 	IO/Material Deadline Thursday, December 9, 2010	ITEXPO East
February	Staffing and Training	Enterprise Feedback Management	UC in the Contact Center	Mobile CRM	18th Annual MVP Quality Awards 	IO/Material Deadline Thursday, January 6, 2011	
March	Compliance Strategies and Solutions	Hosted Contact Centers	Advanced Automated Voice Solutions	Speech/Screen Analytics	26th Annual Top 50 Awards (Outbound) 	IO/Material Deadline Thursday, February 3, 2011	
April	Enabling Home-based Agents	Business Intelligence	Hosted vs. On-premises Delivery	Serving the Social Customer	26th Annual Top 50 Awards (Inbound) 	IO/Material Deadline Thursday, March 3, 2011	
May	Managing the Workforce	Onshore vs. Offshore	Choosing Call Recording Solutions	Contact Center UC	CRM Excellence Awards Part I 	IO/Material Deadline Thursday, March 31, 2011	
June	Increasing Contact Center Productivity	Carrier Services	IT Support Solutions	BC/DR Solutions	CRM Excellence Awards Part II 	IO/Material Deadline Thursday, April 28, 2011	Call Center Las Vegas
July	Ensuring Superior Performance	Social CRM	Multichannel Routing	Hosted Contact Center	IP Contact Center Technology Pioneer Awards 	IO/Material Deadline Thursday, May 26, 2011	
August	Multichannel Analytics	Hosting Dialing, IVR, and Routing	Contact Center Security	Locating/Designing Contact Centers	Speech Technology Excellence Awards 	IO/Material Deadline Thursday, June 30, 2011	
September	BC/DR	Ensuring Quality Data	Home Agent Solutions	Call Recording Solutions	Social CRM Awards 	IO/Material Deadline Thursday, July 28, 2011	ITEXPO West
October	Locating and Designing the Contact Center	CRM for SMBs	Conferencing Solutions	IVR/Speech Recognition	TMC Labs Innovation Awards Part I 	IO/Material Deadline Thursday, August 25, 2011	International Contact Center
November	Communicating with Agents	Business Process Outsourcing	Headset and Computing Agent Endpoints	Outsourced Contact Center	TMC Labs Innovation Awards Part II 	IO/Material Deadline Thursday, September 29, 2011	
December	2012 Buyers' Guide - Sell Your Products 365 Days A Year!					IO/Material Deadline Thursday, October 27, 2011	

The Publisher reserves the right to change, alter and/or eliminate any editorial feature without notification. Erik Linask, Editorial Director, 203-852-6800 ext. 284 or elinask@tmcnet.com