











CUSTOMER INTER@CTION Solutions

2012

Editorial Calendar

Month	Operations and Management	CRM, BPO, and Teleservices	Call Center Technology	Case Studies	Awards and Recognition	IO Material Deadline
January/February	Quality Management	Customer Experience Management	Speech Analytics	Call Center Design	CIS Product of the Year Award 	IO/Material Deadline Thursday, December 01, 2011
March	Agent Training and Coaching	Process Automation	Unified Agent Desktop	Video in the Contact Center	MVP Quality Awards 	IO/Material Deadline Thursday, January 26, 2012
April	Setting up a Home Agent Program	The Social Customer	Mobile CRM	Outsourced Call Center	CIS Top 50 Teleservices Rankings 	IO/Material Deadline Thursday, February 23, 2012
May	Wokforce Management	Making Customer Data Work	Multichannel Session Recording	Virtual Contact Center	CRM Excellence Awards 	IO/Material Deadline Thursday, March 29, 2012
June	Ergonomics in the Contact Center	IVR Tips and Trends	Call Center Headsets	Speech/Screen Analytics	IP Contact Center Pioneer Awards 	IO/Material Deadline Thursday, April 26, 2012
July/August	Multichannel Analytics	CRM for SMBs	Customer Self-Service	Self-Service Portals	Speech Technology Excellence Awards 	IO/Material Deadline Thursday, May 24, 2012
September	BC/DR	Outsourced Teleservices	Social Media Integration	Social Media	TMC Labs CIS Innovation Awards 	IO/Material Deadline Thursday, July 26, 2012
October	Staffing a Multichannel Contact Center	Customer Experience Management	Contact Center in the Cloud	Process Automation	Social CRM Awards 	IO/Material Deadline Thursday, August 23, 2012
November	Turning Dissatisfaction into Satisfaction	Onshore vs. Offshore vs. Nearshore	Security in the Contact Center	Designing a Working IVR		IO/Material Deadline Thursday, September 27, 2012
December	2013 CUSTOMER INTERACTION SOLUTIONS BUYERS' GUIDE - Sell Your Products and Services 365 Days a Year					IO/Material Deadline Thursday, October 25, 2012