

JANUARY / FEBRUARY

ESSENTIALS THEME

First call resolution feature stories include:

- Processes, procedures that lead to FCR
- Newfoundland Power case study

Special Report

BC Contact Centre Association Annual Awards

ANNUAL 2010 CALL CENTRE DIRECTORY ISSUE

Listings and solutions for strategy & leadership, people, operations and services, and technology

SOFTWARE SOLUTIONS

Web-based systems, automated call distribution (ACD), Interactive Voice Response (IVR)

MARCH / APRIL

ESSENTIALS THEME

Introducing sales paradigm stories include:

- Smoothing shift from service to sales

SOFTWARE SOLUTIONS

IVRs, speech systems, help desk tools, ACDs

Outsourcing Stories include:

- Moving toward full business process outsourcing
- Outsourcing directory-Guide to call centre service bureaus nationally*

Speech Analytics

(This is collaborative effort with Contact Centre Council of the Canadian Marketing Association)

Outsourcing Stories include:

- Emerging science probes customer intent

SOFTWARE SOLUTIONS

Speech analytics systems, sales Force Automation (SFA), contact management systems, predictive diallers

Bonus distribution

Manitoba Customer Contact Association Annual Conference, MCCA offices, 1000 Waverly St., Winnipeg, MB.

*This would involve running Contact Centre Outsourcing listings in this issue instead of in the January/February Call Centre Directory listings.

MAY / JUNE

ESSENTIALS THEME

Unified communications stories include:

- Tightening enterprise, call centre bond

Social Networking

- Impact of social Web sites on role of call centre

SOFTWARE SOLUTIONS

Computer Telephony Integration, Click to Chat, Unified Communications applications, VoIP systems.

Bonus distribution

International Customer Service Association Toronto chapter, 2010 Customer Service Conference, Mississauga, ON, mid-May

Manitoba Customer Contact Association Annual General Meeting, MCCA offices
1000 Waverly St., Winnipeg, MB, May 12

Canadian Marketing Association National Convention, Metro Toronto Convention Centre
Toronto, May 26-27

JULY / AUGUST

ESSENTIALS THEME

Customer service stories include:

- Balancing service and self-serve options

Rewards, recognition & incentives

- Initiatives that really motivate agents

SOFTWARE SOLUTIONS

Customer Relationship Management systems, Business Intelligence software

Bonus distribution

Call Centre Week Canada Conference
Toronto, late August

SEPTEMBER / OCTOBER

ESSENTIALS THEME

At-Home Agents Stories include:

- Home security concerns and case studies

Recruiting & Training

- Best practices for hiring & retaining agents

SOFTWARE SOLUTIONS

Call monitoring and recording systems, hiring & training tools, home agent applications

Bonus distribution:

The Canadian Call Management Association (CAM-X) and Western States Telemessaging Association (WSTA) joint 2010 Annual Meeting
Hard Rock Hotel, Las Vegas, NV, Oct 3-6

Contact Atlantic, Annual Conference of ContactNB
Moncton, NB, Oct 19-20

NOVEMBER / DECEMBER

ESSENTIALS THEME

Call centre culture & HR department Stories include:

- Aligning HR hiring strategies with call centre culture

Workforce management

- Maximizing workforce management, forecasting, scheduling

SOFTWARE SOLUTIONS

Workforce optimization & scheduling systems, agent productivity tools, Software as a Service, HR software.

Bonus distribution:

SQM Call Centre Conference
Location TBA, late November

British Columbia Contact Centre Association Awards of Excellence Gala, Venue TBA
Late November/early December.

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