



Resource List

Contact Center Technologies

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Organizations

Organization	Learn More	About
Customer Care Institute	https://www.customercare.com/	The Customer Care Institute (CCI) is an international resource organization that assists Customer Care professionals with improving the delivery of Customer Care.
Direct Marketing Association	http://thedma.org/	DMA is the world's leading independent organization for data-driven marketers. Our vision is for a world in which every marketer has the ability to provide their customers with exactly what they need, at precisely the right moment when they need it.
Direct Selling Association	http://www.dsa.org/	The Direct Selling Association (DSA) is the national trade association of the leading firms that manufacture and distribute goods and services sold directly to consumers. Approximately 200 companies are members of the association, including many well-known brand names.
Help Desk Institute	http://www.thinkhdi.com/	Technical service and support professionals love HDI because it provides them with a profound sense of community. At 150,000 people strong, HDI is a community built by industry peers and leaders that gives you the resources, knowledge, and drive to be great at what you do.
International Customer Management Institute (ICMI)	http://www.icmi.com/	Also known as the International Customer Management Institute (ICMI), we are the leading global provider of comprehensive resources for customer management professionals -- from frontline agents to executives -- who wish to improve customer experiences and increase efficiencies at every level of the contact center.

Organization	Learn More	About
International Customer Service Association	http://icsatoday.org/	Our Mission is to advance, strengthen, and promote the industry of Professional Customer Service. We exist to assist individuals and organizations with their professional growth, development, and recognition and to link service professional's world-wide.
International Engineering Consortium	http://www.iec.org/	IEC was founded as a nonprofit organization sponsored by universities and engineering societies and became dedicated to continuing education for the U.S. electronics industry.
International Telecommunications Union	http://www.itu.int	ITU (International Telecommunication Union) is the United Nations specialized agency for information and communication technologies – ICTs.
National Association of Call Centers	http://www.nationalcallcenters.org/	The NACC's goal is to advance the call center industry by offering high value-added information, research, and products to its members for effective decision making.
Society for Consumer Affairs Professionals in Business (SOCAP)	http://www.socap.org/	SOCAP is a member-driven organization committed to promoting customer care and customer engagement as a competitive advantage in business.
Telecommunications Industry Association	http://www.tiaonline.org/	The Telecommunications Industry Association (TIA) is the leading trade association representing the global information and communications technology (ICT) industry through standards development, policy initiatives, business opportunities, market intelligence and networking events.

Call Center Conferences

Event	Date/Location	Learn More
ICMI Contact Center Expo & Conference	May 4-7, 2015 Orlando, FL	http://www.icmi.com/Contact-Center-Expo-Conference
ICMI Contact Center Demo & Conference	October 19-21, 2015 Las Vegas, NV	http://www.icmi.com/Contact-Center-Demo-Conference
International Customer Service Association Regional Conferences	Ongoing Varies	http://icsatoday.org/
ITEXPO	October 6-8, 2015 Anaheim, CA	http://itexpo.tmcnet.com/west/
SOCAP National & Regional Conferences	Ongoing Varies	http://www.socap.org/events-education
SpeechTEK	August 17-19, 2015 New York City, NY	http://www.speechtek.com/2015

Publications, Blogs, Online Resources

Contact Center

Source	Learn More
Strategic Contact	http://www.strategiccontact.com/blog/
Benchmark Portal	http://www.benchmarkportal.com/
Business.com	http://www.business.com/
Call Center Café	http://callcentercafe.com/
Call Center Times	http://www.callcentertimes.com/
Callcentres.net	http://www.callcentres.net/
Call Centres Managers Forum	http://www.callcentres.com.au/
CFO.com	http://ww2.cfo.com/
Connections Magazine	http://www.connectionsmagazine.com/
Contact Center Pipeline	http://www.contactcenterpipeline.com/
Contact Center World	http://contactcenterworld.com/
Contact Management (Canada)	http://www.contactmanagement.ca/
Contact Professional	http://www.contactprofessional.com/
Customer Magazine	http://www.customerzone360.com/magazine/
No Jitter	http://www.nojitter.com/
SupportIndustry.com	http://www.supportindustry.com/
Telecommuting, Telework and Alternative Officing	http://www.gilgordon.com/
TelePlaza	http://www.teleplaza.com/

Technology

Source	Learn More
CRM Advocate	http://www.crmadvocate.com/
CRM Daily	http://www.crm-daily.com/#
CRM Xchange	http://www.crmxchange.com/

Source	Learn More
Customer Magazine	http://www.customerzone360.com/magazine/
CustomerTHINK	http://customerthink.com/
Destination CRM	http://www.destinationcrm.com/
Field Technologies	http://www.fieldtechnologiesonline.com/
Information Week	http://www.informationweek.com/
Inside Knowledge Magazine	http://www.ikmagazine.com/
My Customer	http://www.mycustomer.com/
Network Computing	http://www.networkcomputing.com/
Peppers & Rogers Group	http://www.1to1media.com
SellMoreNow.com	http://sellmorenow.com/
Tech Republic	http://www.techrepublic.com/
TechWeb	http://www.techweb.com/
Toolbox.com	http://it.toolbox.com/
VOIP News	http://www.voip-news.com/

Speech Recognition/Voice Processing

Source	Learn More
ASR News	http://www.asrnews.com/
Speech Strategy News	http://www.tmaa.com/
Speech Technology	http://www.speechtechmag.com/
VoiceXML	http://www.voicexml.org/

Telecommunications

Source	Learn More
Business Solutions	http://www.bsminfo.com/
Communications News	http://www.comnews.com/web/home.php
InfoTech Spotlight	http://it.tmcnet.com/
Telecom Engine	http://www.telecomengine.com/

Telephony

Source	Learn More
Channel Partners Telecom	http://www.channelpartersonline.com/
Federal Communications Commission	http://www.fcc.gov/
Gigaom	https://gigaom.com/

Outsourcing

Source	Learn More
Center for Global Outsourcing	http://www.outsourceglobal.org/
Outsourcing Center	http://www.outsourcing-center.com/

User Interface Design

Source	Learn More
Nielsen Norman Group	http://www.nngroup.com/
Human Factors International	http://www.humanfactors.com/



Contact Center Facilities Design

Source	Learn More
Bramic	http://www.bramic.net/
Haworth	http://www.haworth.com/
Herman Miller	http://www.hermanmiller.com/
HON	http://www.hon.com/
Interior Concepts	http://www.interiorconcepts.com/
Interprise	http://www.interprisedesign.com/
Kimball International	http://kimball.com/
Morgan Lovell	http://www.morganlovell.co.uk/
Steelcase	http://www.steelcase.com/

Business

Source	Learn More
BizActions	http://www.bizactions.com/
FastCompany	http://www.fastcompany.com/
HR Magazine	http://www.shrm.org/pages/default.aspx

Analysts and other Resources

Source	Learn More
Aberdeen Group	http://www.aberdeen.com/
Advisor	http://www.advisor.com/
Datamonitor	http://www.datamonitor.com/
DMG Consulting	http://www.dmgconsult.com/
Forrester	https://www.forrester.com/home/
Frost & Sullivan	http://ww2.frost.com/
Gartner	http://www.gartner.com/
Ovum	http://www.ovum.com/
Yankee Research Group	http://www.yankeegroup.com/home.do

Courses/Seminars/Workshops/Training

Source	Learn More
The Call Center School	https://www.thecallcenterschool.com/us
Call Center Learning Solutions	http://www.callcentertraining.com/
Career Track (Fred Pryor Seminars)	http://www.pryor.com/site/default.aspx
Customer Care Institute	http://www.customercare.com/
Global Knowledge	http://www.globalknowledge.com/
ICMI	http://www.icmi.com/
International Quality & Productivity Center	http://www.iqpc.com
Learning Tree International	http://www.learningtree.com/
Logical Operators	http://logicaloperations.com/
Padgett-Thompson	https://www.findaseminar.com/
PhonePRO	http://www.phonepro.com/
The Resource Center	http://www.the-resource-center.com/
Telestrategies	http://www.telestrategies.com/
UBM	http://tech.ubm.com/
WorldWideLearn	http://www.worldwidelearn.com/