



## Resource List

### Contact Center Technologies

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## Organizations

Resource	URL	About the Organization
Alliance for Telecommunications Industry Solutions	<a href="http://www.atis.org">www.atis.org</a>	ATIS is a United States based body that is committed to rapidly developing and promoting technical and operations standards for the communications and related information technologies industry worldwide using a pragmatic, flexible and open approach.
American Productivity and Quality Center	<a href="http://www.apqc.org">www.apqc.org</a>	An internationally recognized resource for process and performance improvement, nonprofit APQC focuses on: <ul style="list-style-type: none"> <li>• benchmarking and metrics,</li> <li>• best practices,</li> <li>• knowledge management,</li> <li>• performance improvement, and</li> <li>• professional development</li> </ul>
American Teleservices Association	<a href="http://www.ataconnect.org">www.ataconnect.org</a>	The American Teleservices Association (ATA) is the only non-profit trade organization dedicated exclusively to the advancement of companies that utilize contact centers as an integral channel of operations. ATA members include companies with inbound or outbound contact centers, users of Teleservices, trainers, consultants, and equipment suppliers who initiate, facilitate, and generate telephone, Internet, and e-mail sales, service, and support.
Call Center Network Group	<a href="http://www.ccng.com">www.ccng.com</a>	For people who manage and support customer care and contact center organizations, CCNG provides a unique network of professional peers and trusted advisors who actively share their knowledge and experience on all issues that impact performance. CCNG is the number one network for customer care professionals -- providing programs on a local, regional, and virtual basis. CCNG membership is comprised of industry professionals, industry suppliers and service providers.
CompTIA	<a href="http://www.comptia.org">www.comptia.org</a>	CompTIA is the non-profit trade association advancing the global interests of information technology (IT) professionals and companies including manufacturers, distributors, resellers, and educational institutions.
Consortium For Service Innovation	<a href="http://www.serviceinnovation.org">www.serviceinnovation.org</a>	The Consortium is a non profit alliance of support organizations focused on innovation for the support industry. They define KCS (Knowledge Centered Support).

Resource	URL	About the Organization
Customer Care Institute	<a href="http://www.customercare.com">www.customercare.com</a>	The Customer Care Institute (CCI) is an international resource organization that assists Customer Care professionals with improving the delivery of corporate Customer Care. It focuses on issues found in the Customer Service, Consumer Relations, Teleservices and Help Desk professions.
Direct Marketing Association, Inc.	<a href="http://www.the-dma.org">www.the-dma.org</a>	The Direct Marketing Association is the leading global trade association of business and nonprofit organizations using and supporting direct marketing tools and techniques.
Direct Selling Association	<a href="http://www.dsa.org">www.dsa.org</a>	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. More than 200 companies are members of the association, including many well-known brand names.
Help Desk Institute	<a href="http://www.thinkhdi.com">www.thinkhdi.com</a>	HDI is the world's largest membership association for the service and support industry.
International Customer Management Institute (ICMI)	<a href="http://www.icmi.com">www.icmi.com</a>	ICMI's mission is to provide resources and expertise that help individuals and organizations improve operational performance, attain superior business results and increase the strategic value of their customer contact services. Today's ICMI melds the traditional focus on consulting, training, and high-level engagement with CMP's strength in media and events to create a powerful one-stop-shop resource.
Telecommunications Industry Association	<a href="http://www.tiaonline.org">www.tiaonline.org</a>	The Telecommunications Industry Association (TIA) is the leading trade association representing the global information and communications technology (ICT) industries through standards development, government affair, business opportunities, market intelligence, certification and world-wide environmental regulatory compliance.
International Customer Service Association	<a href="http://www.icsa.com">www.icsa.com</a>	ICSA is dedicated to promoting the development and awareness of the customer service profession through networking, education and research.
International Engineering Consortium	<a href="http://www.iec.org">www.iec.org</a>	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	<a href="http://www.itu.int">www.itu.int</a>	ITU is the leading <a href="#">United Nations</a> agency for information and communication technologies.

Resource	URL	About the Organization
The Open Group Messaging Forum - Archived Content	<a href="http://www.opengroup.org/tech/messaging">www.opengroup.org/tech/messaging</a>	The Messaging Forum works to maintain and enhance the effectiveness of email for inter-personal communication and as a backbone for e-commerce. It seeks to increase the effectiveness of electronic messaging and provide interoperable solutions through education, fulfillment of customer-driven requirements, promotion and endorsement of standards based solutions, and influencing public policy.
The Privacy Association	<a href="http://www.privacyassociation.org">www.privacyassociation.org</a>	The International Association of Privacy Professionals (IAPP) is the world's largest association of privacy professionals.

## Call Center Conferences

Resource	URL
Contact Center Conference & Expo	<a href="http://www.contactcenter2011.com/">www.contactcenter2011.com/</a>
ICCM Canada	<a href="http://www.iccmcanada.com">www.iccmcanada.com</a>
ICMI Call Center Demo and Conference	<a href="http://www.icmi.com/events.aspx">http://www.icmi.com/events.aspx</a>
ICMI ACCE Conference and Expo	<a href="http://www.icmi.com/ACCE2011">http://www.icmi.com/ACCE2011</a>
International Customer Service Association Regional Conferences	<a href="http://www.icsa.com">www.icsa.com</a>
ITEXPO	<a href="http://www.tmcnet.com/itexpo">www.tmcnet.com/itexpo</a>
SpeechTEK	<a href="http://www.speechtek.com">www.speechtek.com</a>
VoiceCon	<a href="http://www.voicecon.com">www.voicecon.com</a>

## Publications

### Call Center

Resource	URL
Call Center Magazine-archived	<a href="http://www.CallCenterMagazine.com">www.CallCenterMagazine.com</a>
Call Center Management Review	<a href="http://www.callcentermagazine.com/shared/newsletters.jhtml">http://www.callcentermagazine.com/shared/newsletters.jhtml</a>
Call Center Times	<a href="http://www.callcentertimes.com">www.callcentertimes.com</a>
Connections Magazine	<a href="http://www.connectionsmagazine.com">www.connectionsmagazine.com</a>
Contact Management (Canada)	<a href="http://www.contactmanagement.ca">www.contactmanagement.ca</a>
Contact Professional	<a href="http://www.contactprofessional.com/">www.contactprofessional.com/</a>
Customer Inter@ction Solutions	<a href="http://www.tmcnet.com/cis">www.tmcnet.com/cis</a>

### Technology

Resource	URL
CRM Daily	<a href="http://crm-daily.newsfactor.com/">crm-daily.newsfactor.com/</a>
Customer Inter@ction Solutions	<a href="http://www.tmcnet.com/cis">www.tmcnet.com/cis</a>
Destination CRM (formerly CRM Magazine)	<a href="http://www.destinationcrm.com/articles/magazine_index.asp">www.destinationcrm.com/articles/magazine_index.asp</a>
Field Technologies	<a href="http://www.fieldtechnologiesonline.com">www.fieldtechnologiesonline.com</a>



Resource	URL
Information Week	<a href="http://www.informationweek.com">www.informationweek.com</a>
Inside Knowledge Magazine	<a href="http://www.kmmagazine.com">www.kmmagazine.com</a>
Network Computing	<a href="http://www.networkcomputing.com">www.networkcomputing.com</a>
Tech Republic	<a href="http://www.techrepublic.com">www.techrepublic.com</a>
VoIP News	<a href="http://www.voip-news.com">www.voip-news.com</a>

### ***Speech Recognition***

Resource	URL
ASR News	<a href="http://www.asrnews.com">www.asrnews.com</a>
Speech Strategy News	<a href="http://www.tmaa.com">www.tmaa.com</a>
Speech Technology Magazine	<a href="http://www.speechtechmag.com/">www.speechtechmag.com/</a>
Speech Tech Mag Buyers Guide	<a href="http://www.speechtechmag.com/BuyersGuide/">http://www.speechtechmag.com/BuyersGuide/</a>

### ***Telecommunications***

Resource	URL
Business Communications Review- Archived	<a href="http://www.nojitter.com">www.nojitter.com</a>
Business Solutions Magazine	<a href="http://www.businesssolutionsmag.com">www.businesssolutionsmag.com</a>
ComNews.com	<a href="http://www.comnews.com">www.comnews.com</a>
Adtran - Communications Solutions	<a href="http://communication-solutions.tmcnet.com/">http://communication-solutions.tmcnet.com/</a>
Infotech Spotlight	<a href="http://it.tmcnet.com/">http://it.tmcnet.com/</a>
Telecom Engine Telecommunications Media Group	<a href="http://www.telecomengine.com">www.telecomengine.com</a>

### ***Outsourcing***

Resource	URL
Center for Global Outsourcing	<a href="http://www.outsourceglobal.org">www.outsourceglobal.org</a>
Outsourcing Center	<a href="http://www.outsourcing-center.com">www.outsourcing-center.com</a>

### ***Business***

Resource	URL
Better Management.com	<a href="http://www.bettermanagement.com">www.bettermanagement.com</a>
BizActions	<a href="http://www.bizactions.com">www.bizactions.com</a>
FastCompany	<a href="http://www.fastcompany.com">www.fastcompany.com</a>
HR Magazine	<a href="http://www.shrm.org/hrmagazine">www.shrm.org/hrmagazine</a>

### ***Courses/Seminars/Workshops***

Resource	URL
AXZO Press (links to Course Technology)	<a href="http://www.axzopress.com">www.axzopress.com</a>
The Call Center School	<a href="http://www.thecallcenterschool.com/">www.thecallcenterschool.com/</a>
Call Center Learning Solutions	<a href="http://www.callcentertraining.com">www.callcentertraining.com</a>
Career Track (Fred Pryor Seminars)	<a href="http://www.careertrack.com">www.careertrack.com</a>
Centerserve	<a href="http://www.centerserve.com">www.centerserve.com</a>
UBM Technology .	<a href="http://www.ubmtechnology.com/events/index.ihtml">www.ubmtechnology.com/events/index.ihtml</a>
CRMXchange Training Center	<a href="http://www.crmxchange.com/call_center-web-training.asp">www.crmxchange.com/call_center-web-training.asp</a>



Resource	URL
Customer Care Institute	<a href="http://www.customercare.com">www.customercare.com</a>
Global Knowledge	<a href="http://www.globalknowledge.com">www.globalknowledge.com</a>
ICMI	<a href="http://www.icmi.com">www.icmi.com</a>
International Quality & Productivity Center	<a href="http://www.iqpc.com">www.iqpc.com</a>
Learning Tree International	<a href="http://www.learningtree.com">www.learningtree.com</a>
Padgett-Thompson	<a href="http://www.findaseminar.com/tpd/member.asp?id=2000">www.findaseminar.com/tpd/member.asp?id=2000</a>
The Resource Center	<a href="http://www.the-resource-center.com">www.the-resource-center.com</a>
Telestrategies	<a href="http://www.telestrategies.com">www.telestrategies.com</a>
WorldWideLearn	<a href="http://www.worldwidelearn.com/">www.worldwidelearn.com/</a>

## Blogs and Online Research Sources

### Call Center

Resource	URL
Strategic Contact, Inc.	<a href="http://www.strategiccontact.com/blog/">www.strategiccontact.com/blog/</a>
Benchmark Portal	<a href="http://www.benchmarkportal.com">www.benchmarkportal.com</a>
Prosci	<a href="http://www.prosci.com">www.prosci.com</a>
Business.com The Business Search Engine	<a href="http://www.business.com">www.business.com</a>
Call Center Café	<a href="http://www.callcentercafe.com">www.callcentercafe.com</a>
Call Center India	<a href="http://www.callcentersindia.com/">www.callcentersindia.com/</a>
Call Center IQ (division of IQPC)	<a href="http://www.callcenterexchange.com">www.callcenterexchange.com</a>
Centerserve	<a href="http://www.centerserve.com">www.centerserve.com</a>
Call Center Ops	<a href="http://www.callcenterops.com">www.callcenterops.com</a>
CallCenterStore.com	<a href="http://www.store.yahoo.com/callcenterstorefinal">www.store.yahoo.com/callcenterstorefinal</a>
callcentres.net	<a href="http://www.callcentres.net">www.callcentres.net</a>
Call Center Times	<a href="http://www.callcentertimes.com">www.callcentertimes.com</a>
Call Centre Managers Forum	<a href="http://www.callcentres.com.au">www.callcentres.com.au</a>
CFO.com	<a href="http://www.cfo.com">www.cfo.com</a>
The Contact Center Blog	<a href="http://www.thecontactcenterblog.com">www.thecontactcenterblog.com</a>
ContactCenterWorld.com	<a href="http://www.contactcenterworld.com">www.contactcenterworld.com</a>
Contact Professional	<a href="http://www.contactprofessional.com">www.contactprofessional.com</a>
NoJitter.com	<a href="http://www.nojitter.com">www.nojitter.com</a>
supportindustry.com	<a href="http://www.supportindustry.com">www.supportindustry.com</a>
Telecommuting, Telework, and Alternative Officing (Gil Gordon Associates)	<a href="http://www.gilgordon.com">www.gilgordon.com</a>
TelePlaza (Directory of industry resources online)	<a href="http://www.teleplaza.com">www.teleplaza.com</a>
Von xChange	<a href="http://www.von.com">www.von.com</a>

### CRM

Resource	URL
CRM Daily	<a href="http://www.crmdaily.com">www.crmdaily.com</a>
CRM XChange	<a href="http://www.crmxchange.com">www.crmxchange.com</a>
CustomerTHINK	<a href="http://www.customerthink.com">www.customerthink.com</a>
MYCUSTOMER.COM	<a href="http://www.mycustomer.com">www.mycustomer.com</a>
Toolbox.com	<a href="http://www.crm.ittoolbox.com/">www.crm.ittoolbox.com/</a>



Resource	URL
Destination CRM	<a href="http://www.destinationcrm.com">www.destinationcrm.com</a>
Peppers and Rogers Group	<a href="http://www.1to1.com">www.1to1.com</a>
Real Market Research (now CRM Advocate)	<a href="http://www.realmarket.com">www.realmarket.com</a>
SearchCRM.com	<a href="http://searchcrm.techtarget.com/">searchcrm.techtarget.com/</a>
SellMoreNow.com (The Denali Group)	<a href="http://www.sellmorenow.com">www.sellmorenow.com</a>
TechRepublic	<a href="http://www.techrepublic.com">www.techrepublic.com</a>
TMCnet.com	<a href="http://www.tmcnet.com">www.tmcnet.com</a>

### ***General Business and Technology***

Resource	URL
Fast Company	<a href="http://www.fastcompany.com">www.fastcompany.com</a>
TechRepublic	<a href="http://www.techrepublic.com">www.techrepublic.com</a>
TechWeb	<a href="http://www.techweb.com">www.techweb.com</a>
WebMetro	<a href="http://www.webmetro.com">www.webmetro.com</a>

### ***Analysts and Other Resources***

Resource	URL
Aberdeen Group	<a href="http://www.aberdeen.com">www.aberdeen.com</a>
Advisor	<a href="http://www.advisor.com">www.advisor.com</a>
Datamonitor	<a href="http://www.datamonitor.com">www.datamonitor.com</a>
Forrester Research	<a href="http://www.forrester.com">www.forrester.com</a>
Gartner	<a href="http://www.gartner.com">www.gartner.com</a>
Ovum	<a href="http://www.ovum.com">www.ovum.com</a>
Yankee Group	<a href="http://www.yankeegroup.com">www.yankeegroup.com</a>

### ***Telephony***

Resource	URL
Communications Standards Review	<a href="http://www.csrstds.com">www.csrstds.com</a>
Federal Communications Commission	<a href="http://www.fcc.gov">www.fcc.gov</a>
GigaOm	<a href="http://www.gigaom.com">www.gigaom.com</a>
TelephonyWorld.com	<a href="http://www.telephonyworld.com">www.telephonyworld.com</a>
Von xChange	<a href="http://www.von.com">www.von.com</a>

### ***Voice Processing***

Resource	URL
Speech Technology Blog	<a href="http://www.speechtechblog.com">www.speechtechblog.com</a>
VoiceXML Forum	<a href="http://www.voicexml.org">www.voicexml.org</a>

### ***Call Center Training***

Resource	URL
Call Center Coach	<a href="http://www.callcentercoach.com">www.callcentercoach.com</a>
Centerserve	<a href="http://www.centerserve.com">www.centerserve.com</a>
International Customer Management Institute	<a href="http://www.icmi.com">www.icmi.com</a>
Phone Pro	<a href="http://www.phonepro.com">www.phonepro.com</a>



### ***Outsourcing and Hosted Services***

<b>Resource</b>	<b>URL</b>
ASPnews.com	<a href="http://www.aspnews.com">www.aspnews.com</a>
Outsourcing Center	<a href="http://www.outsourcing-center.com/">www.outsourcing-center.com/</a>

### ***User Interface Design***

<b>Resource</b>	<b>URL</b>
Alertbox: Current Issues in Web Usability	<a href="http://www.useit.com/alertbox">www.useit.com/alertbox</a>
Human Factors International	<a href="http://www.humanfactors.com">www.humanfactors.com</a>
IVR Accessibility Forum	<a href="http://www.atis.org/ivr/index.asp">www.atis.org/ivr/index.asp</a>
Usable Web	<a href="http://www.usableweb.com">www.usableweb.com</a>

### ***Call Center Facilities Design***

<b>Resource</b>	<b>URL</b>
Bramic Creative Business Products	<a href="http://www.bramic.net/">www.bramic.net/</a>
Ergogenic Technology	<a href="http://www.ergogenic.com/proactive/">www.ergogenic.com/proactive/</a>
Haworth	<a href="http://www.haworth.com/">www.haworth.com/</a>
Herman Miller	<a href="http://www.hermanmiller.com/">www.hermanmiller.com/</a>
HON Products	<a href="http://www.hon.com/">www.hon.com/</a>
Interdec (aka MJF Companies)	<a href="http://www.interdecltd.co.uk">www.interdecltd.co.uk</a>
Interior Concepts	<a href="http://www.interiorconcepts.com/callcenters/default.htm">www.interiorconcepts.com/callcenters/default.htm</a>
Interprise	<a href="http://www.interprisedesign.com/">www.interprisedesign.com/</a>
Kimball International	<a href="http://www.kimball.com/">www.kimball.com/</a>
Morgan Lovell	<a href="http://www.morganlovell.co.uk/">www.morganlovell.co.uk/</a>
Steelcase	<a href="http://www.steelcase.com/">www.steelcase.com/</a>

### ***Books and White Papers***

<b>Resource</b>	<b>URL</b>
Amazon.com (Search on 'Books' and type 'Call Center Technology')	<a href="http://www.amazon.com">www.amazon.com</a>
Barnes and Noble (Go to 'Business and Technology' and search on 'Call Center')	<a href="http://www.barnesandnoble.com">www.barnesandnoble.com</a>
Call Center Ops (Go to 'Call Center Store')	<a href="http://www.callcenterops.com">www.callcenterops.com</a>
Call Center Software (See 'Call Center Books')	<a href="http://www.call-center-software.com/call-center-books.htm">www.call-center-software.com/call-center-books.htm</a>
CallCenterStore.com	<a href="http://www.store.yahoo.com/callcenterstorefinal">www.store.yahoo.com/callcenterstorefinal</a>
International Customer Management Institute	<a href="http://www.icmi.com">www.icmi.com</a>
InfoEdge: Information Technology Research	<a href="http://www.info-edge.com">www.info-edge.com</a>
International Engineering Consortium	<a href="http://www.iec.org/">www.iec.org/</a>

### ***Conference/Media Organizations***

<b>Resource</b>	<b>URL</b>
Advanstar	<a href="http://www.advanstar.com">www.advanstar.com</a>
CMP	<a href="http://www.cmpevents.com">www.cmpevents.com</a>
Institute for International Research - USA	<a href="http://www.iirusa.com">www.iirusa.com</a>



International Quality & Productivity Center	<a href="http://www.igpc.com">www.igpc.com</a>
Marcus Evans	<a href="http://www.marcusevans.com">www.marcusevans.com</a>