

Features list 2010

Call Centre Europe

For UK call centre professionals

February/March

Issue No. 85

Headsets: guide to products and features

Picture special: Children in Need telethon

Exclusive: pay and benefits in call centres

April/May

Issue No. 86

UK outsourcers: what they offer...in detail

Picture special: Sport Relief telethon

Unified Communications: make it work for you

How incentives can aid motivation

June/July

Issue No. 87

Voice and data recording, and speech analytics, for call centres with 10-50 agents and for 50-plus agents

Call Centre Expo (Sept 21st and 22nd) preview

Outbound calling: how to choose the right dialler

August/September

Issue No. 88

Call Centre Expo (Sept 21st & 22nd) special — your opportunity to preview your products and services to our readers. *This issue will also be distributed from our Expo stand.*

Headsets: prices and features

Offshore outsourcing: country-by-country guide

October/November

Issue No. 89

Call Centre Expo: post-show briefing

Telephone systems: traditional, IP or hybrid?

December/January (2011)

Issue No. 90

Exclusive: pay and benefits in call centres

Quality monitoring and complaint handling

February/March (2011)

Issue No. 91

Speech recognition: how it can help you

CCA conference

Customer relationship management software

Subject to change, please check

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