

Features list 2011

December/January *Issue No. 90*
Exclusive: pay and benefits in call centres Headsets: new models and prices and features

February/March *Issue No. 91*
Speech recognition Customer relationship management software
PCI compliance Offshore outsourcing: country-by-country

April/May *Issue No. 92*
Outsourcing in the UK Picture Special: Comic Relief telethon
Unified Communications Motivation and incentives

June/July *Issue No. 93*
Voice and data recording, and speech analytics Outbound: how to choose the right dialler
How green is your call centre? Cloud computing

August/September *Issue No. 94*
Call Centre Expo (Oct 11th & 12th, London) preview Headsets: prices and features
Voice and data recording and analytics

October/November *Issue No. 95*
Call Centre Expo (October 11th & 12th, Olympia, London) special issue — your opportunity to preview your products and services to our readers
This issue will also be distributed from our Expo stand
Motivation and incentives

December/January (2012) *Issue No. 96*
Pay and conditions in call centres Picture special: Children in Need telethon

Subject to change, please check

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