

147media

Company Name: _____

Address: _____

Marketing _____

Contact: _____

eMail Address: _____

Telephone No: _____

Accounts: _____

Contact: _____

eMail Address: _____

Telephone Mo: _____

Website URL: _____

Facebook: URL _____

Twitter URL: _____

LinkedIn URL: _____

Google+ URL: _____

Other URL: _____

Up to 400 words of editorial copy



Select Categories

ACD
Agent Assisted Card Payments
Agent Desktop Agent Engagement
Agent Scripting
Analytics
Artificial Intelligence
Association
Auto Attendant
Benchmarking
Call Avoidance
Call Deflection
Call Recording
Change Management
Channel of Choice
Consultancy
Contact Centre Technology
CTI
Customer Experience
Customer ID & Verification
Customisable UI/UX
Diallers
Disengagement
e-Learning
Engagement
FaceBook & WhatsApp Messaging
Gamification
Headsets
Hosted Solutions
Integrated contact centre systems
Interactive Voice Messaging
IVR
Knowledge Base
Leadership & Management
Mobile Apps
Mobile Solutions
Multi-Site Routing
Multimedia Recording
Nearest Store/Office
Omni-Channel
OTT Messaging
Outsourced Services
PCI Compliance

Acoustics
Agent Coaching & Monitoring
Agent Motivation Agent Scoring
AI and Agent Blended Communications
Applications Integration
Assessment Framework
Audio Messages & Branding
Back Office
Blending Solutions
Call Back
Call Handling
Call Substitution
Channel Management
Cloud Solutions
Contact Centre Satisfaction
CRM
Customer Communications
Customer Feedback
Customer Satisfaction
Data Management
Digital Signage
Disposable Mobile Apps
Employee Satisfaction
Events & Conferences
Fulfillment
Headset Refurbishment
Helpdesks
Inbound and Outbound Messaging
Interactive Text Response (ITR)
IVM
IVR Payments
Knowledge Management
Managed Services
Mobile Messaging
Multi-Channel Solutions
Multimedia Playback
Natural Language Understanding (NLU)
OFCOM Compliant
Online Payments
Outbound Dialling
PBX/IP-PBX
PCI DSS

Performance Management	Predictive Outbound Dialling
Premise Solutions	Proactive Customer Contact
Process Automation	Quality Management
Quality Monitoring/Reporting	Real Time
Recurring (Tokenisation)	Payments Role based Capabilities
SaaS	Sales Performance
Salesforce Management	Screen Recording
Self Service	Self Service Payments
Self-Assessment Framework	Self-Assessment Tool
Service Desk	Skill Based Routing
SMS Messaging	Social Media
Software Solutions	Speech Automation
Strategic Planning	Support Desks
Surveys	System Redundancy
Technology	Text Messaging
Training	Unified Communications
Virtual Agents & Chatbots	Virtual Solutions
Virtual Terminal Payments	Visual Communications
Visual Touch Messaging	Voice Biometrics
Voice Messaging	Voice of the Customer
Voice Recording	Wallboards
Web Self Service	Website Solutions
Workforce Management	Workforce Optimisation

Not a category? No problem we will include one.