

	Feature Stories		
<b>July 5th</b>	Call Center Solutions	Customer Loyalty	Contact Visualization
<b>July 20th</b>	Speech Analytics	Quality Monitoring	Call Logging
<b>August 5th</b>	Help Desk	Web-Based CRM	Customer Service Processes
<b>August 20th</b>	CRM Solutions	E-Mail Marketing	IP Telephone
<b>September 5th</b>	Technology ROI	Compliance Recording	Back Office CRM
<b>September 20th</b>	eLearning	Workforce Optimization	Strategic Planning
<b>October 5th</b>	Quality Assurance	Customer Experience Management	Help Desk Solutions
<b>October 20th</b>	Monitoring And Recording	PBX Phone Applications	Quality Customer Service
<b>November 5th</b>	VoIP	Performance Management	Contact Centers
<b>November 20th</b>	ACD Phone Applications	Agent Development Tools	CRM Software
<b>December 5th</b>	Agent Scheduling	Call Routing	Data Monitoring
<b>December 20th</b>	Best Practices	Workforce Management	Staff Productivity

**To Submit Editorial:**

Please E-mail: [editor@crmmarketplace.com](mailto:editor@crmmarketplace.com)  
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- \* For consideration, materials must be received one month prior to the feature date.
- \* Electronic format is required.