

Call Center Technology Resource List

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This list provides resources for learning more about call center technologies and operations. Join a call center organization, get some magazines, read a book, attend a conference or seminar. Get connected to call centers!

Online Research Sources

General Technology and Trends

Aberdeen Group
www.aberdeen.com

Advisor
advisor.com

Business 2.0
www.business2.com

CommWeb
www.commweb.com

Darwin

www.darwinmag.com

Datamonitor

www.datamonitor.com

Forrester Research

www.forrester.com

Gartner

www.gartner.com

Giga Information Group (now Forrester)

www.gigaweb.com

IT Papers

www.itpapers.com

Jupiter Research

www.jup.com

METAGroup

www.metagroup.com

MSN Computing Central

computingcentral.msn.com

Ovum

www.ovum.com

TechRepublic

www.techrepublic.com

TechWeb

www.techweb.com

WebMetro

www.webmetro.com

Call Center - General

Benchmark Portal (Jon Anton)

www.benchmarkportal.com

Business.com The Business Search Engine

www.business.com

Call Center IQ (division of IQPC)

www.callcenterexchange.com

Call Center Learning Center

www.call-center.net

Call Center News Service

www.callcenternews.com

Call Center Ops

www.callcenterops.com

CallCenterStore.com

store.yahoo.com/callcenterstorefinal/

callcentres.net

www.callcentres.net

Call Center Times

www.callcentertimes.com

Call Centre Managers Forum

www.callcentres.com.au

CFO.com

www.cfo.com

ContactCenterWorld.com

www.contactcenterworld.com

Contact Professional

www.contactprofessional.com

Customer Contact Strategy Forum (now Shared Insights)

www.ccstrategyforum.com

Preferred Solutions - The Call Center Directory

www.prefsolutions.com

Shared Insights

www.sharedinsights.com

supportindustry.com

www.supportindustry.com

TelePlaza (Directory of industry resources online)

www.teleplaza.com

Call Center - Process and Operations

BPR OnLine Learning Center

www.prosci.com

Kingsland Scott Bauer Associates (about call center design)

www.ksba.com

Telecommuting, Telework, and Alternative Officing (Gil Gordon Associates)

www.gilgordon.com

Call Center Technology - General

The CT Portal

www.computertelephony.org

Telepricing.com (interactive call center, telephony, CTI, CRM Buyer's Guide)

www.telepricing.com

Telephony

Communications Standards Review

www.csrstds.com

Federal Communications Commission

www.fcc.gov

New Telephony

www.newtelephony.com

SALTforum

www.saltforum.org/whitepapers/whitepapers.asp

TelephonyWorld.com

www.telephonyworld.com

VoiceXML Forum

www.voicexml.org

Call Center Training/ HR

Call Center Coach

www.callcentercoach.com

Call Center Learning Center

www.call-centers.org/training.htm

eBusiness

B to B

www.btobonline.com

eMarketer
www.emarketer.com

Epinions
www.epinions.com

TechTarget
www.techtarget.com

CRM

CRM Community
www.crmcommunity.com

CRM Daily
www.crmdaily.com

CRM-Forum.com
crm.insightexec.com/

CRMGuru.com
www.crmguru.com

CRM Knowledge Base (ITtoolbox Inc.)
crm.ittoolbox.com/

CRM Xchange (formerly Tele-M@rket)
www.crmxchange.com

Destination CRM
www.destinationcrm.com

eLoyalty
www.eloyalty.com/publications/index.asp

Montgomery Research, Inc.
www.crmproject.com

Real Market Research
www.realmarket.com

Peppers and Rogers Group
www.1to1.com

SearchCRM.com
searchcrm.techtarget.com/

SellMoreNow.com (The Denali Group)
www.sellmorenow.com

Tele-M@rket (now CRMXchange)
www.telemkt.com

TMCnet.com
www.tmcnet.com

ZDNet IT Directory
itpapers.zdnet.com/

Outsourcing

Outsourcing Center @ OutsourcingExperts.com
www.outsourcing-experts.com

Outsourcing Journal
www.outsourcing-journal.com

ASPs

ASPnews.com
www.aspnews.com

CompTIA
www.comptia.org

eLearning

Advisor
www.e-learningadvisor.com

KMWorld
www.kmworld.com

Lguide The E-Learning Experts
www.lguide.com

Usability and User Interface Design

Alertbox: Current Issues in Web Usability
www.useit.com/alertbox

Human Factors International
www.humanfactors.com

IVR Accessibility Forum
www.atis.org/atis/ivr/ivrhom.htm

Usable Web
www.usableweb.com

Call Center Layout and Design

Bramic Creative Business Products
www.bramic.net/

Ergogenic Technology
www.ergogenic.com/default.html

Haworth
www.haworth.com/

Herman Miller
www.hermanmiller.com/

HON Products
www.hon.com/

interdec
www.interdec.co.uk/

Interior Concepts
www.interiorconcepts.com/callcenters/default.htm

Interprise
www.interprisedesign.com/call.html

Kimball International
www.kimball.com/

Morgan Lovell
www.morganlovell.co.uk/

SpaceMaker Inc (includes CenterCore)
www.spacemakerinc.com/v2/index.asp

Steelcase
www.steelcase.com/

Publications

Business – General

Better Management.com
www.bettermanagement.com

Business 2.0
www.business2.com

BizActions
www.bizactions.com

HR Magazine
www.shrm.org/hrmagazine

Operations and Fulfillment
www.opsandfulfillment.com

Call Center – General

The Call Center Directory
www.prefsolutions.com (new)

Call Center Magazine
www.CallCenterMagazine.com

Call Center Management Review
www.incoming.com/s1ccmr.html

Call Center News Service
www.callcenternews.com

Call Centre Focus (UK)
www.callcentre.co.uk

CCNews
www.ccnews.com

Connections Magazine
www.connectionsmagazine.com

Contact Management (Canada)
www.contactmanagement.ca

Contact Professional
www.contactprofessional.com/

Customer Inter@ction Solutions
www.tmcnet.com/cis

Customer Interface
www.c-interface.com

ICCM Weekly
www.iccm.com/eNews.asp?ParentID=11

Queue Tips
www.incoming.com/s2queueetips.html

Outsourcing

Center for Global Outsourcing
www.outsourceglobal.org

Outsourcing Journal
www.outsourcing-journal.com

Speech Recognition

ASR News
www.asrnews.com

Speech Recognition Update
www.tmaa.com/sru

Speech Technology Magazine
www.speechtechmag.com

Telecommunications

Business Communications Review
www.bcr.com

Business Solutions Magazine
www.businesssolutionsmag.com

ComNews.com
www.comnews.com

Communications Solutions
www.tmcnet.com/comsol

Communications Convergence.com
www.cconvergence.com

Internet Telephony

www.tmcnet.com/it

MJM Tech
www.mjmttech.com/

Telecommunications Magazine
www.telecoms-mag.com

Technology

AFSM International (Association for Services Management International)
www.afsmi.org

CRM Daily
crm-daily.newsfactor.com/

Customer Inter@ction Solutions
www.tmcnet.com/cis

Destination CRM (formerly CRM Magazine)
www.destinationcrm.com/articles/magazine_index.asp

Information Week
www.informationweek.com

Integrated Solutions
www.integratedsolutionsmag.com

Intelligent Enterprise
www.intelligententerprise.com

Knowledge Management
www.kmmagazine.com

Network Computing
www.networkcomputing.com

Network Magazine
www.networkmagazine.com

Tech Republic
www.techrepublic.com

VON Magazine (VoIP)
www.vonmag.com

Courses/Seminars/Workshops

Business Communications Review

www.bcr.com

The Call Center School

www.thecallcenterschool.com/

Call Center Learning Solutions

www.callcentertraining.com

Call Center Training – On-Line (Quinsigamond Community College, Worcester, MA)

www.qcc.mass.edu/cce/call_center_training%20online.htm

Career Track (Fred Pryor Seminars)

www.careertrack.com

CMP Media, Inc.

www.cmp.com/eventcal

Colorado State University

www.learn.colostate.edu/courses/course.asp?course=DS+107

CRMxchange Training Center

www.crmxchange.com/training-center.html

Crisp Learning (now part of Thompson Course Technology)

www.courseilt.com/

Customer Care Institute

www.customercare.com

DCI Seminars

www.dci.com

Global Business Research Ltd.

www.global8.com

Global Knowledge

www.globalknowledge.com

Incoming Calls Management Institute

www.incoming.com

International Quality & Productivity Center

www.iqpc.com

Learning Tree International

www.learningtree.com

Padgett-Thompson
www.pttrain.com/ptSeminars.cfm

Purdue University: The Center for Customer Driven Quality (CCDQ)
www.ccdq.com/

The Resource Center
www.the-resource-center.com

STI Knowledge
www.stiknowledge.com/

TechLink Training
www.tltraining.com

Telestrategies
www.telestrategies.com

University of Texas: Implementing Process Change: How to Drive Business Performance Improvement
www.utexas.edu/cee/pdc/seminars/callcenter.shtml

WorldWideLearn (formerly University of Phoenix)
www.worldwidelearn.com/business-course/customer-service-training.htm

Call Center Conference Organizers

Advanstar
www.advanstar.com

Institute for International Research - USA
www.iirusa.com

International Quality & Productivity Center
www.iqpc.com

Marcus Evans
www.marcusevans.com

Specific Industry Shows/Conferences

AVIOS SpeechTEK Spring 2004
www.avios.com/conference.html

Call Center Conference and Expo
www.iccm.com/?id=10223

Call Center Demo and Conference
www.callcenterdemo.com/cc/a.asp?option=c&v=1

DCI's Customer Relationship Management Conference & Exposition
www.dci.com/events/crm

Help Desk Institute
www.thinkhdi.com/hdi2004

ICCM (International Call Center Management Conference & Exposition) East
www.iccmeast.com/

ICCM Canada
www.iccmcanada.com

ICCM Chicago
www.iccmchicago.com

International Customer Service Association Regional Conferences
www.icsa.com

Internet Telephony Conference & Expo
www.tmcnet.com/itexpo

Next Generation Networks Policy 2004
www.bcr.com/ngnpolicy

Planet PDA
www.tmcnet.com/planetpda

SpeechTEK
www.speechtek.com

VoiceCon 2005
www.bcr.com/voicecon

Organizations

Alliance for Telecommunications Industry Solutions
www.atis.org

American Productivity and Quality Center
www.apqc.org

American Teleservices Association
www.ataconnect.org

Call Center Network Group

www.ccng.com

Customer Care Institute

www.customercare.com

Customer Contact Strategy Forum (now Shared Insights)

www.ccstrategyforum.com

Direct Marketing Association, Inc.

www.the-dma.org

Direct Selling Association

www.dsa.org

Enterprise Computer Telephony Forum

www.ectf.org

Help Desk Institute

www.thinkhdi.com

Incoming Call Management Institute (ICMI)

www.incoming.com

Information Technology and Telecommunications Association

www.tca.org

International Customer Service Association

www.icsa.com

International Engineering Consortium

www.iec.org

International Telecommunications Union

www.itu.int

The Open Group Messaging Forum

www.opengroup.org/messaging

Shared Insights

www.sharedinsights.com

Telecommunications Industry Association

www.tiaonline.org

Books and White Papers

Amazon.com (Search on 'Books' and type 'Call Center Technology')

www.amazon.com

Barnes and Noble (Go to 'Business and Technology' and search on 'Call Center')

www.barnesandnoble.com

Call Center Bookstore (Click on 'Resources/CCNS Bookstore')

www.callcenternews.com/bookstore/bookstore.shtml

Call Center Ops (Go to 'Call Center Store')

www.callcenterops.com

Call Center Software (See 'Call Center Books')

www.call-center-software.com/call-center-books.htm

CallCenterStore.com

www.store.yahoo.com/callcenterstorefinal

CMP Books

www.cmpbooks.com

CRM Community

www.crmcommunity.com/library

Incoming Calls Management Institute

www.incoming.com/WebModules/Products/ProductList.aspx?CategoryId=101&SelectedNode=Books

InfoEdge: Information Technology Research

www.info-edge.com

International Engineering Consortium

www.iec.org/pubs

The Resource Center

www.the-resource-center.com/INDEX/Resource_guide.htm