

# 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](http://www.aberdeen.com)

Advisor  
[advisor.com](http://advisor.com)

Business 2.0  
[www.business2.com](http://www.business2.com)

CommWeb  
[www.commweb.com](http://www.commweb.com)

Datamonitor  
[www.datamonitor.com](http://www.datamonitor.com)

Forrester Research  
[www.forrester.com](http://www.forrester.com)

Gartner  
[www.gartner.com](http://www.gartner.com)

Giga Information Group  
[www.gigaweb.com](http://www.gigaweb.com)

IT Papers  
[www.itpapers.com](http://www.itpapers.com)

Jupiter Communications  
[www.jup.com](http://www.jup.com)

Meta Group  
[www.metagroup.com](http://www.metagroup.com)

MSN Computing Central  
[computingcentral.msn.com](http://computingcentral.msn.com)

Ovum  
[www.ovum.com](http://www.ovum.com)

TechRepublic  
[www.techrepublic.com](http://www.techrepublic.com)

TechWeb  
[www.techweb.com](http://www.techweb.com)

WebMetro  
[www.webmetro.com](http://www.webmetro.com)

***Call Center - General***

Benchmarking Portal (Purdue University: Jon Anton)  
[www.benchmarkportal.com](http://www.benchmarkportal.com)

Business.com The Business Search Engine  
[www.business.com](http://www.business.com)

Call Center eXchange  
[www.callcenterexchange.com](http://www.callcenterexchange.com)

Call Center Learning Center  
[www.call-center.net](http://www.call-center.net)

Call Center News Service  
[www.callcenternews.com](http://www.callcenternews.com)

Call Center Ops  
[www.callcenterops.com](http://www.callcenterops.com)

CallCenterStore.com  
[store.yahoo.com/callcenterstorefinal/](http://store.yahoo.com/callcenterstorefinal/)

Callcentres.net  
[www.callcentres.net](http://www.callcentres.net)

Call Centre Managers Forum  
[www.callcentres.com.au](http://www.callcentres.com.au)

ContactCenterWorld.com  
[www.contactcenterworld.com](http://www.contactcenterworld.com)

Contact Professional  
[www.contactprofessional.com](http://www.contactprofessional.com)

Customer Contact Strategy Forum  
[www.ccstrategyforum.com](http://www.ccstrategyforum.com)

Preferred Solutions – The Call Center Directory  
[www.prefsolutions.com](http://www.prefsolutions.com)

SupportIndustry.com  
[www.supportindustry.com](http://www.supportindustry.com)

TelePlaza (Index of call center resources)  
[www.teleplaza.com](http://www.teleplaza.com)

### ***Call Center - Process and Operations***

BPR OnLine Learning Center  
[www.prosci.com](http://www.prosci.com)

Kingsland Scott Bauer Associates (about call center design)  
[www.ksba.com](http://www.ksba.com)

Telecommuting, Telework, and Alternative Officing (Gil Gordon Associates)  
[www.gilgordon.com](http://www.gilgordon.com)

## **Call Center Technology - General**

The CT Portal

[www.computertelephony.org](http://www.computertelephony.org)

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

[www.telepricing.com](http://www.telepricing.com)

## **Telephony**

Communications Standards Review

[www.csrstds.com](http://www.csrstds.com)

Federal Communications Commission

[www.fcc.gov](http://www.fcc.gov)

SALTForum

[www.saltforum.org/whitepapers/whitepapers.asp](http://www.saltforum.org/whitepapers/whitepapers.asp)

TelephonyWorld.com

[www.telephonyworld.com](http://www.telephonyworld.com)

Voice XML Forum

[www.voicexml.org](http://www.voicexml.org)

## **Call Center Training/ HR**

Call Center Coach

[www.callcentercoach.com](http://www.callcentercoach.com)

Call Center Learning Center

[www.call-centers.org/training.htm](http://www.call-centers.org/training.htm)

## **eBusiness**

B to B

[www.btobonline.com](http://www.btobonline.com)

eMarketer

[www.emarketer.com](http://www.emarketer.com)

Epinions

[www.epinions.com](http://www.epinions.com)

TechTarget

[www.techtarget.com](http://www.techtarget.com)

## **CRM**

CRM Community

[www.crmcommunity.com](http://www.crmcommunity.com)

CRM Daily

[www.crmdaily.com](http://www.crmdaily.com)

CRM-Forum.com

[crm.insightexec.com/](http://crm.insightexec.com/)

CRM Guru.com

[www.crmguru.com](http://www.crmguru.com)

CRM Knowledge Base (ITtoolbox Inc.)

[www.crmassist.com](http://www.crmassist.com)

CRM Project (Montgomery Research Inc)

[www.crmproject.com](http://www.crmproject.com)

CRM Xchange (formerly Tele-M@rket)

[www.crmxchange.com](http://www.crmxchange.com)

Destination CRM

[www.destinationcrm.com](http://www.destinationcrm.com)

eLoyalty

[www.eloyalty.com/publications/index.asp](http://www.eloyalty.com/publications/index.asp)

One to One (Peppers & Rogers Group)

[www.1to1.com](http://www.1to1.com)

Real Market Research

[www.realmarket.com](http://www.realmarket.com)

Search CRM.com

[searchcrm.techtarget.com/](http://searchcrm.techtarget.com/)

SellMoreNow.com (The Denali Group)

[www.sellmorenow.com](http://www.sellmorenow.com)

Tele-M@rket (now CRMXchange)

[www.telemkt.com](http://www.telemkt.com)

TMCNet.com

[www.tmcnet.com](http://www.tmcnet.com)

ZDNet Tech Update (formerly CRM SuperSite)  
[techupdate.cnet.com/enterprise/0-6133427-724-20156564.html](http://techupdate.cnet.com/enterprise/0-6133427-724-20156564.html)

### ***Outsourcing***

Outsourcing Center @ OutsourcingExperts.com  
[www.outsourcing-experts.com](http://www.outsourcing-experts.com)

Outsourcing Journal  
[www.outsourcing-journal.com](http://www.outsourcing-journal.com)

### ***ASPs***

ASPnews.com  
[www.aspnews.com](http://www.aspnews.com)

CompTIA (formerly ASP Industry Consortium)  
[www.comptia.org](http://www.comptia.org)

### ***eLearning***

Advisor  
[www.e-learningadvisor.com](http://www.e-learningadvisor.com)

KMWorld  
[www.kmworld.com](http://www.kmworld.com)

LGuide The E-learning experts  
[www.lguide.com](http://www.lguide.com)

### ***Usability and User Interface Design***

Alertbox: Current Issues in Web Usability  
[www.useit.com/alertbox](http://www.useit.com/alertbox)

Human Factors International  
[www.humanfactors.com](http://www.humanfactors.com)

IVR Accessibility Forum  
[www.atis.org/atis/ivr/ivrhom.htm](http://www.atis.org/atis/ivr/ivrhom.htm)

Usable Web  
[www.usableweb.com](http://www.usableweb.com)

### **Publications**

#### ***Business – General***

Better Management.com  
[www.bettermanagement.com](http://www.bettermanagement.com)

Business 2.0  
[www.business2.com](http://www.business2.com)

BizActions  
[www.bizactions.com](http://www.bizactions.com)

HR Magazine  
[www.hrmagazine.com](http://www.hrmagazine.com)

Operations and Fulfillment  
[www.opsandfulfillment.com](http://www.opsandfulfillment.com)

**Call Center – General**  
The Call Center Directory  
[www.call-center-directory.com](http://www.call-center-directory.com)

Call Center Magazine  
[www.CallCenterMagazine.com](http://www.CallCenterMagazine.com)

Call Center Management Review  
[www.incoming.com/s1ccmr.html](http://www.incoming.com/s1ccmr.html)

Call Center News Service  
[www.callcenternews.com](http://www.callcenternews.com)

Call Centre Focus (UK)  
[www.callcentre.co.uk](http://www.callcentre.co.uk)

CCNews  
[www.ccnews.com](http://www.ccnews.com)

Connections Magazine  
[www.connectionsmagazine.com](http://www.connectionsmagazine.com)

Contact Management (Canada)  
[www.august.ca/contactmanagement.html](http://www.august.ca/contactmanagement.html)

Contact Professional  
[www.contactprofessional.com/](http://www.contactprofessional.com/)

Customer Inter@ction Solutions  
[www.tmcnet.com/cis](http://www.tmcnet.com/cis)

Customer Interface  
[www.c-interface.com](http://www.c-interface.com)

ICCM Weekly  
[www.iccm.com/eNews.asp?ParentID=11](http://www.iccm.com/eNews.asp?ParentID=11)

Queue Tips  
[www.incoming.com/s2queuetips.html](http://www.incoming.com/s2queuetips.html)

### ***Outsourcing***

Outsourcing Journal  
[www.outsourcing-journal.com](http://www.outsourcing-journal.com)

### ***Speech Recognition***

ASR News  
[www.asrnews.com](http://www.asrnews.com)

Speech Recognition Update  
[www.tmaa.com/sru](http://www.tmaa.com/sru)

Speech Technology Magazine  
[www.speechtechmag.com](http://www.speechtechmag.com)

### ***Telecommunications***

Business Communications Review  
[www.bcr.com](http://www.bcr.com)

Business Solutions Magazine  
[www.businesssolutionsmag.com](http://www.businesssolutionsmag.com)

CommNews.com  
[www.comnews.com](http://www.comnews.com)

Communications Solutions  
[www.tmcnet.com/comsol](http://www.tmcnet.com/comsol)

Communications Convergence.com  
[www.cconvergence.com](http://www.cconvergence.com)

Internet Telephony  
[www.tmcnet.com/it](http://www.tmcnet.com/it)

MJM Tech  
[www.mjmttech.com/](http://www.mjmttech.com/)

Telecommunications  
[www.telecoms-mag.com](http://www.telecoms-mag.com)

## **Technology**

AFSM (International Association for Services Management International)

[www.afsmi.org](http://www.afsmi.org)

Customer Inter@ction Solutions

[www.tmcnet.com/cis](http://www.tmcnet.com/cis)

Customer Support Management

[www.customersupportmgmt.com](http://www.customersupportmgmt.com)

Destination CRM (formerly CRM Magazine)

[www.destinationcrm.com/articles/magazine\\_index.asp](http://www.destinationcrm.com/articles/magazine_index.asp)

Information Week

[www.informationweek.com](http://www.informationweek.com)

Integrated Solutions

[www.integratedsolutionsmag.com](http://www.integratedsolutionsmag.com)

Intelligent Enterprise

[www.intelligententerprise.com](http://www.intelligententerprise.com)

Knowledge Management

[www.kmmagazine.com](http://www.kmmagazine.com)

Network Computing

[www.networkcomputing.com](http://www.networkcomputing.com)

Network Magazine

[www.networkmagazine.com](http://www.networkmagazine.com)

Tech Republic

[www.techrepublic.com](http://www.techrepublic.com)

VON Magazine (VoIP)

[www.vonmag.com](http://www.vonmag.com)

## **Courses/Seminars/Workshops**

The Call Center Directory: Educational and Training Resources

[www.call-center-directory.com/education\\_training](http://www.call-center-directory.com/education_training)

Call Center Learning Solutions

[www.callcentertraining.com](http://www.callcentertraining.com)

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

[www.qcc.mass.edu/cce/call\\_center\\_training%20online.htm](http://www.qcc.mass.edu/cce/call_center_training%20online.htm)

Business Communications Review  
[www.bcr.com](http://www.bcr.com)

Career Track (Fred Pryor Seminars)  
[www.careertrack.com](http://www.careertrack.com)

CMP Media, Inc.  
[www.cmp.com](http://www.cmp.com)

Colorado State University  
[www.learn.colostate.edu/denver/center/iccp.htm](http://www.learn.colostate.edu/denver/center/iccp.htm)

Crisp Learning  
[www.crisplearning.com](http://www.crisplearning.com)

Customer Care Institute  
[www.customercare.com](http://www.customercare.com)

DCI Seminars  
[www.dci.com](http://www.dci.com)

Global Business Research Ltd.  
[www.global8.com](http://www.global8.com)

Global Knowledge  
[www.globalknowledge.com](http://www.globalknowledge.com)

Incoming Calls Management Institute  
[www.incoming.com](http://www.incoming.com)

International Quality & Productivity Center  
[www.iqpc.com](http://www.iqpc.com)

Learning Tree International  
[www.learningtree.com](http://www.learningtree.com)

Padgett-Thompson  
[www.pttrain.com/ptSeminars.cfm](http://www.pttrain.com/ptSeminars.cfm)

The Resource Center  
[www.the-resource-center.com](http://www.the-resource-center.com)

TechLink Training  
[www.info@tltraining.com](http://www.info@tltraining.com)

Telestrategies  
[www.telestrategies.com](http://www.telestrategies.com)

## **Call Center Conference Organizers**

Advanstar  
[www.advanstar.com](http://www.advanstar.com)

Institute for International Research - USA  
[www.iirusa.com](http://www.iirusa.com)

International Quality & Productivity Center  
[www.iqpc.com](http://www.iqpc.com)

Marcus Evans (International Communications for Management)  
[www.marcusevans.com](http://www.marcusevans.com)

## **Specific Industry Shows/Conferences**

AVIOS SpeechTEK Spring 2004  
[www.avios.com](http://www.avios.com)

Call Center Conference and Expo  
[www.callvoice.com/callvoice/event/eventDetail.jsp?id=10223](http://www.callvoice.com/callvoice/event/eventDetail.jsp?id=10223)

Call Center Demo and Conference  
[www.callcenterdemo.com](http://www.callcenterdemo.com)

COMDEX  
[www.comdex.com/lasvegas2003](http://www.comdex.com/lasvegas2003)

DCI's Customer Relationship Management Conference & Exposition  
[www.dci.com/events/crm](http://www.dci.com/events/crm)

Help Desk Institute  
<http://www.thinkhdi.com/hdi2004>

ICCM (International Call Center Management Conference & Exposition)  
<http://chicago.iccm.com/home-showover.asp>

International Customer Service Association Regional Conferences  
[www.icsa.com](http://www.icsa.com)

Internet Telephony Conference & Expo  
[www.tmcnet.com/itexpo](http://www.tmcnet.com/itexpo)

Next Generation Networks 2003

[www.bcr.com/ngn](http://www.bcr.com/ngn)

Planet PDA

[www.tmcnet.com/planetpda](http://www.tmcnet.com/planetpda)

SpeechTEK Exposition and Conference

[www.speechtek.com](http://www.speechtek.com)

VoiceCon 2003

[www.bcr.com/voicecon](http://www.bcr.com/voicecon)

## **Organizations**

Alliance for Telecommunications Industry Solutions

[www.atis.org](http://www.atis.org)

American Productivity and Quality Center

[www.apqc.org](http://www.apqc.org)

American Teleservices Association

[www.ataconnect.org](http://www.ataconnect.org)

Call Center Network Group

[www.ccng.com](http://www.ccng.com)

Customer Care Institute

[www.customercare.com](http://www.customercare.com)

Customer Contact Strategy Forum

[www.ccstrategyforum.com](http://www.ccstrategyforum.com)

Direct Marketing Association, Inc.

[www.the-dma.org](http://www.the-dma.org)

Direct Selling Association

[www.dsa.org](http://www.dsa.org)

Enterprise Computer Telephony Forum

[www.ectf.org](http://www.ectf.org)

Help Desk Institute

<http://www.thinkhdi.com/>

Incoming Call Management Institute (ICMI)

[www.incoming.com](http://www.incoming.com)

Information Technology and Telecommunications Association  
[www.tca.org](http://www.tca.org)

International Customer Service Association  
[www.icsa.com](http://www.icsa.com)

International Engineering Consortium  
[www.iec.org](http://www.iec.org)

International Telecommunications Union  
[www.itu.int](http://www.itu.int)

The Open Group Messaging Forum  
<http://www.opengroup.org/messaging>

Telecommunications Industry Association  
[www.tiaonline.org](http://www.tiaonline.org)

## **Books and White Papers**

Amazon.com (Search on 'Books' and type 'Call Center Technology')  
[www.amazon.com](http://www.amazon.com)

Barnes and Noble (Go to 'Business and Technical' and search on 'Call Center')  
[www.barnesandnoble.com](http://www.barnesandnoble.com)

Call Center Bookstore (Click on 'Resources/CCNS Bookstore')  
[www.callcenternews.com/bookstore/bookstore.shtml](http://www.callcenternews.com/bookstore/bookstore.shtml)

Call Center Ops (Go to 'Call Center Store')  
[www.callcenterops.com](http://www.callcenterops.com)

Call Center Software (See 'Call Center Books')  
[www.call-center-software.com/call-center-books.htm](http://www.call-center-software.com/call-center-books.htm)

CallCenterStore.com  
[www.store.yahoo.com/callcenterstorefinal](http://www.store.yahoo.com/callcenterstorefinal)

CMP Books  
[www.cmpbooks.com](http://www.cmpbooks.com)

CRM Community (White Papers)  
[www.crmcommunity.com/library](http://www.crmcommunity.com/library)

Incoming Calls Management Institute  
[www.incoming.com/s1catalog.html](http://www.incoming.com/s1catalog.html)

InfoEdge: Information Technology Research  
[www.info-edge.com](http://www.info-edge.com)

International Engineering Consortium  
[www.iec.org/pubs](http://www.iec.org/pubs)

The Resource Center  
[www.the-resource-center.com/INDEX/Resource\\_guide.htm](http://www.the-resource-center.com/INDEX/Resource_guide.htm)