

Helpful Links

Following are links to websites that can provide research, case studies, white papers and other useful information for the Call Center Industry.

Industry Background and Research

Call Center Learning Center

www.call-center.net

CCNG

www.ccng.com

ICMI (Incoming Calls Management Institute)

www.incoming.com

IQPC (International Quality & Productivity Center)

www.iqpc.com

Publications Covering the Contact Center Industry

Call Center E-Journal

www.callcenterejournal.com

Call Center Magazine

www.callcentermagazine.com

Call Center Ops

www.callcenterops.com

Call Center Times

www.callcentertimes.com

Contact Center Today

www.contact-center-today.com

Contact Center World

www.contactcenterworld.com

Contact Professional

www.contactprofessional.com

CRM Advocate

www.crmadvocate.com

CRM Daily

www.crm-daily.com

CRM Today

www.crm2day.com

CRMxChange

www.crmxchange.com

Customer Inter@ction Solutions

<http://www.tmcnet.com/call-center/>

Destination CRM

www.destinationcrm.com

Tech Target

<http://searchcrm.techtarget.com/>

European Publications

Call Centre Europe

www.call-centre-europe.com/

Call Centre Focus

<http://www.callcentre.co.uk/>

Glossary of Terms

ICMI

<http://www.incoming.com/Glossary/index.aspx?SelectedNode=Glossary>