

**topics subject to change*

- Large Scale Event
- ❖ Exchange
- Conference

JANUARY

SURVEY: Launch The Global State of CX 2018 Survey

- Spotlight: Tech Focus – Customer Feedback Tools; From Surveys to Predictive Analytics

Events:

- CEM Telecoms Global Summit (UK)
- ❖ Customer Insight & Analytics Exchange (UK)

FEBRUARY

MARKET REPORT: Customer Feedback & Satisfaction

- Spotlight: Disrupting Brand – Virgin Atlantic

Events:

- ❖ CX Exchange for Financial Services (UK)
- CX Week Travel & Hospitality (US)

MARCH

DIGITAL EVENT: CX Network Live – Customer Feedback & Satisfaction

- Spotlight: Regional Focus – Europe

Events:

- ❖ CX Exchange Asia (Thailand)
- ❖ Contact Centres Asia (Singapore)

APRIL

SURVEY: Launch The Intelligent Enterprise 2018 Survey

- Spotlight: Tech Focus – Artificial Intelligence; From Chatbots to Speech Recognition Tools

Events:

- ❖ CX Exchange for Telecoms (UK)
- CEM in Telecoms Middle East (Dubai)

MAY

DIGITAL EVENT: CX Network Live – The Intelligent Enterprise

- Spotlight: Connecting the Omni-Channel Experience for a 360-Degree Customer View

Events:

- Customer Experience Management 2018 (Australia)
- ❖ CX Exchange for Retail (US)
- ❖ CX Exchange for Travel & Hospitality (US)

JUNE

MARKET REPORT: The Intelligent Enterprise 2018

- Spotlight: Regional Focus – North America

Events:

- CX Transformation Insurance (UK)

JULY

SURVEY: Launch Big Book of Customer Insight 2018 Survey

- Spotlight: Tech Focus – How to Turn Customer Data Into Actionable Insights

Events:

- ❖ CX Exchange for Retail (UK)

AUGUST

RESEARCH REPORT: The Global State of CX 2018

- Spotlight: Disrupting Brand – Uber

Events:

- CX Week Canada

SEPTEMBER

DIGITAL EVENT: CX Network Live – Data & Analytics

- Spotlight: Regional Focus – APAC

Events:

- Customer Experience Management Asia
- ❖ CX Exchange for Travel & Hospitality (UK)
- Customer Experience Management Europe

OCTOBER

RESEARCH REPORT: The Big Book of Customer Insight & Data, Analytics 2018

- Spotlight: Tech Focus – The Growing Impact of AR and VR on Today's CX Landscape

Events:

- ❖ CX Exchange BFSI (US)
- ❖ Executive Customer Contact Exchange (US)

NOVEMBER

DIGITAL EVENT: CX Network Live – Future CX Trends

- Spotlight: How to Perfect the Digital Experience for the Connected Customer

Events:

- ❖ CX Exchange BFSI (UK)

DECEMBER

MARKET REPORT: Customer Experience Predictions for 2019

- Spotlight: The Evolution of Customer Experience in 2018

Interested in contributing to CX Network?

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