CX Network Calendar 2023

JAN — Focus Topic: Automation in APAC

ONLINE EVENT
CXN Live: Predictive CX 2023
RESEARCH REPORT
CX Automation in APAC
How to Master Chatbots

FEB — Focus Topic: Digital CX

ONLINE EVENT
CXN Live: Voice of the Customer 2023
RESEARCH REPORT
Digital CX

MAR — Focus Topic: Enhancing ROI

ONLINE EVENT
CXN Live: Customer Self Service 2023
CXN Live: CX APAC Online 2023
RESEARCH REPORT
Calculating ROI in CX
EXPERT INSIGHTS EBOOK
Citizen Experience US and EMEA - digitalizing public services
Citizen Experience APAC - smart cities
WEBINAR
Managing your distributed workforce in 2023

APR — Focus Topic: Omnichannel

ONLINE EVENT
CXN Live: Customer Communications Management 2023
RESEARCH REPORT
Omnichannel

MAY — Focus Topic: Global state of CX

ONLINE EVENT
CXN Live: Customer Contact Week Digital ANZ 2023
CXN Live: CX EMEA 2023
RESEARCH REPORT
Global State of CX Report
(NA, EMEA, APAC versions available)
Telecoms

JUN — Focus Topic: Retail

ONLINE EVENT
CXN Live: CX Automation 2023
RESEARCH REPORT
CX in Retail
WEBINAR
Building digital citizen experiences

JUL — Focus Topic: Data, analytics and insights

ONLINE EVENT
CXN Live: Contact Centers 2023
RESEARCH REPORT
Customer Insights & Data Analytics US and EMEA
Customer Insights & Data Analytics APAC
EXPERT INSIGHTS EBOOK
Personalising CX in APAC

AUG — Focus Topic: Automation

ONLINE EVENT
CXN Live: CX Financial Services 2023
CXN Live: Omnichannel CX 2023
RESEARCH REPORT
CX Automation Global

SEPT — Focus Topic: AI in CX

ONLINE EVENT
CXN Live: Customer Insights & Data Analytics 2023
CXN Live: Voice of Customer APAC 2023
RESEARCH REPORT
AI in CX
Digital CX Trends APAC
EXPERT INSIGHTS EBOOK
Financial Services
WEBINAR
The end of cookies – the big changes coming to data in 2024

OCT — Focus Topic: Contact centers

ONLINE EVENT
CXN: CX North America 2023
RESEARCH REPORT
Contact centers

NOV — Focus Topic: Journey mapping

ONLINE EVENT
CXN Live: Digital CX 2023
CXN Live: Future Contact Center Trends & Technology APAC 2023
RESEARCH REPORT
Customer Journey Mapping
EXPERT INSIGHTS EBOOK
User Experience

DEC — Focus Topic: Trends for 2024

ONLINE EVENT
CXN Live: The future of CX
RESEARCH REPORT
Top CX Trends for 2024
WEBINAR
Inclusive UX