

# EDITORIAL CALENDAR 2019\*

\*This calendar is subject to change according to the events.

\*\*The Seamless Experience Fanzine is the periodical publication within En-Contact dedicated to customer experience.

<u>Issue N°</u>	<u>Release date</u>	<u>In this issue</u>	<u>Report</u>	<u>TSEF**</u>	<u>Events</u>
<b>108</b> febr./march	<b>15<sup>th</sup> february 2019</b> <i>deadline</i> <i>adver./brand content</i> 25/01	Consulting firms and consultants in customer service or service providers: Is there a Michelin Guide? <b>Benchmark:</b> Is Genesys the fallen star of customer service software?	Where and how are mobile phones fixed?	Why is the Eiffel Tower reviewing their customers' journey?	
<b>109</b> april/may	<b>08<sup>th</sup> april 2019</b> <i>deadline</i> <i>adver./brand content</i> 18/03	Measuring and improving the customer experience; experts, quacks, tools & best practices. <b>Benchmark:</b> Training in customer relations; the schools & diplomas.	It was in Carthage (in the centre of the Teleperformance call centres, Tunisia).	Can information for travellers be improved?	<b>09<sup>th</sup>-11<sup>th</sup> april :</b> Salon Stratégie Clients
<b>110</b> june/july	<b>14<sup>th</sup> june 2019</b> <i>deadline</i> <i>adver./brand content</i> 24/05	Telemedicine & patient journeys, how clinics and health actors embark on the best customer service <b>Benchmark:</b> Planning software and WFM (Work Force Management)	Tangier; the lovely port of BPO & CRM (visiting MyOpla)	Concierge Services: the promises and deceptions	<b>28<sup>th</sup> june :</b> Cahiers de l'expérience client, avec l'Opinion. <b>june :</b> NDG Sessions (2 <sup>nd</sup> edition)
<b>111</b> aug./sept.	<b>19<sup>th</sup> aug. 2019</b> <i>deadline</i> <i>adver./brand content</i> 25/07	Too many tourists around. How to deal with the overstayed welcome and manage the incivilities. <b>Benchmark:</b> Solutions for conversation recording and Quality Monitoring.	In Tourcoing, the home to Webhelp.com and Booking.com <b>+ Special Report:</b> Travel Retail, this 5th continent brings a sparkle to our eyes	How to reduce the length of waiting lines.	<b>02<sup>th</sup>-04<sup>th</sup> oct :</b> Expérience Client / The French Forum (7 <sup>th</sup> edition)
<b>112</b> oct./nov.	<b>07<sup>th</sup> oct. 2019</b> <i>deadline</i> <i>adver./brand content</i> 16/09	Mystery Shopping and Retail Execution: Can it improve your shopping experience and prevent your mistakes? <b>Benchmark:</b> Text to speech, what's it all about?	In Morocco, where almost everything began... <b>+ Special Report:</b> The best customer service of the year.	Have Les SAMU (emergency services in France) learned from the case of Naomi Musenga?	<b>10<sup>th</sup> oct. :</b> Élu Customer Service awards (13 <sup>th</sup> edition)
<b>113</b> dec./jan.	<b>16<sup>th</sup> dec. 2019</b> <i>deadline</i> <i>adver./brand content</i> 25/11	The software that's truly doing something for CRM and UX. <b>Benchmark:</b> The best space planning and accommodation companies.	Lisbon or Barcelona, making the tough decision for a Pan-European centre (Teleperformance, Webhelp, Comdata...)	When you lose your luggage...	<b>06<sup>th</sup> dec. :</b> Cahiers de l'expérience client, avec l'Opinion.