



## Contact Center Outsourcing (CCO) – Service Provider Compendium 2018

Customer Experience Management (CXM) Services  
Market Report – August 2018: Complimentary Abstract / Table of Contents

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- This report is included in the following research program(s)
  - **Customer Experience Management (CXM) Services**
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## Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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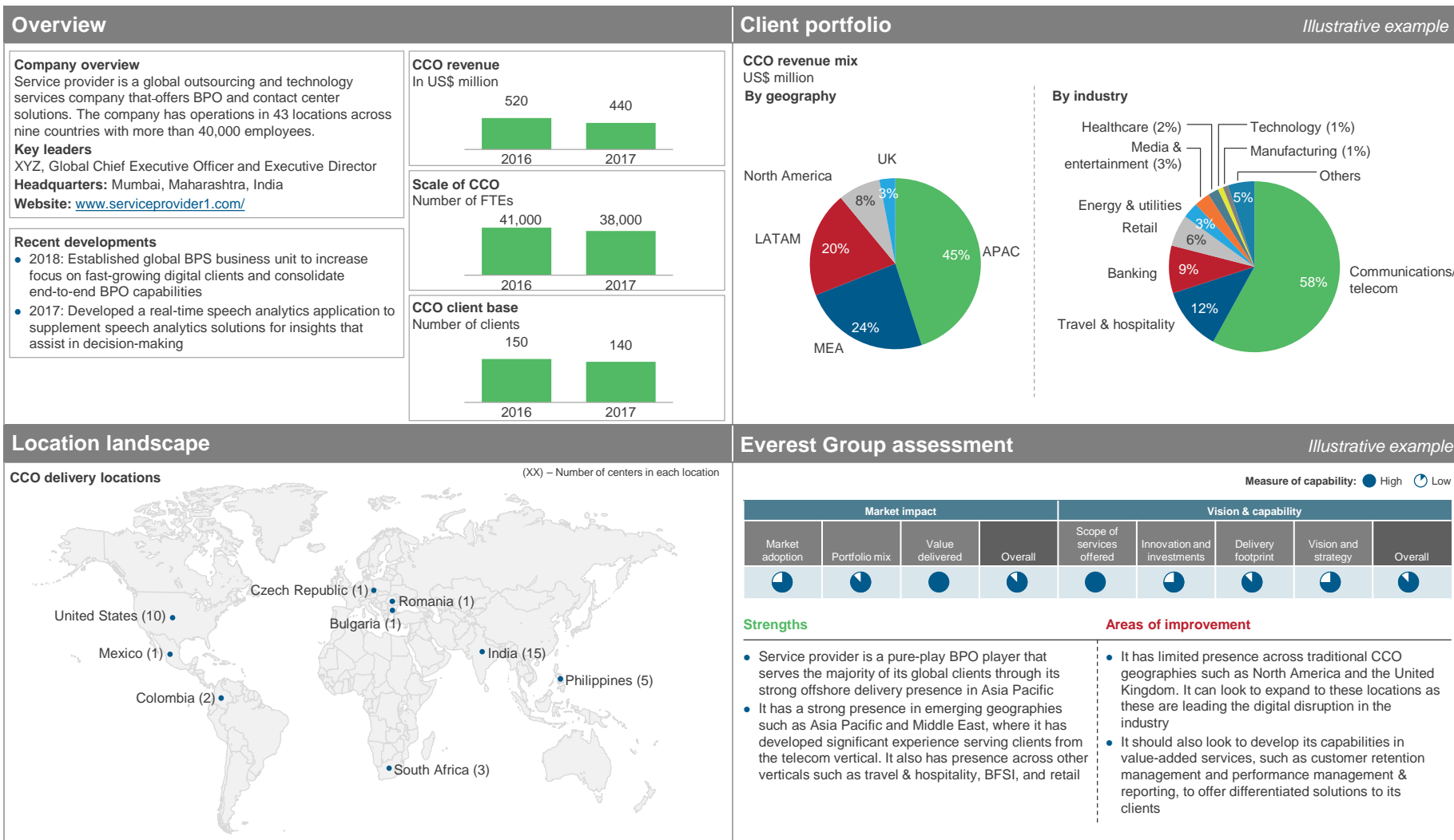
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# This study offers five distinct chapters providing a deep dive into key aspects of CXM services market; below are four charts to illustrate the depth of the report



# Research calendar – Customer Experience Management (CXM) Services

Published
  Planned
  Current release

## Flagship CXM Services reports

### Release date

|   |                    |
|---|--------------------|
| Contact Center Outsourcing (CCO) – Service Provider Profile Compendium 2017.....                              | July 2017          |
| Contact Center Outsourcing (CCO) – Annual Report 2017.....  | August 2017        |
| Contact Center Outsourcing (CCO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018..... | June 2018          |
| <b>Contact Center Outsourcing (CCO) – Service Provider Profile Compendium 2018.....</b>                       | <b>August 2018</b> |
| Contact Center Outsourcing (CCO) – Annual Report 2018.....  | Q3 2018            |

## Thematic CXM Services reports

|  |                |
|--|----------------|
| Impact of Brexit on the UK Contact Center Market – The Only Thing Certain is Uncertainty.....    | July 2017      |
| Delivering Omnichannel Customer Experience.....  | September 2017 |
| How Good are CCO Providers in Providing Digital Customer Experience – Buyers’ Perspective.....   | September 2017 |
| Philippines Pivoting to Deliver Customer Experience of the Future.....                           | October 2017   |
| Chatbots Delivering Enhanced Customer Experience: It is Easy to Get it Wrong.....                | October 2017   |
| The Business Case for RPA and Chatbots in Contact Centers.....                                   | December 2017  |
| The Evolving Customer Experience Management (CXM) Talent Model: The Rise of the Super Agent..... | March 2018     |
| Role of AI and Cognitive in Delivering Customer Experience of the Future.....                    | March 2018     |
| Digital Contact Center Overview.....   | Q3 2018        |
| PEAK Matrix for Chatbots / Virtual Agents.....   | Q4 2018        |

Note: For a list of all CXM reports published by us, please refer to our [website page](#)

# Additional CXM Services research references

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The following documents are recommended for additional insight into the topic covered in this report. These documents either provide additional details or complementary content that may be of interest

1. **Contact Center Outsourcing (CCO) – Service Provider Landscape with PEAK Matrix™ Assessment 2018** ([EGR-2018-21-R-2645](#)); 2018. This report examines the global Contact Center Outsourcing (CCO) market and evaluates the positioning of service providers on the Everest Group PEAK Matrix. It provides insights on the changing market dynamics, service provider delivery capabilities, and Everest Group's remarks on service providers' key strengths and areas of improvement
1. **The Evolving Customer Experience Management (CXM) Talent Model: The Rise of the Super Agent** ([EGR-2018-21-R-2579](#)); 2018. This report aims to provide an understanding of the impact of digital shift on the CXM talent model. It covers the evolution of CXM delivery pyramid due to increasing digitization of simpler and repetitive transactional tasks. It also covers the drivers behind this change and the impact of this shift on the key attributes of the talent model including agent profile & skillset requirement, shoring mix, recruitment & L&D processes, and KPIs
2. **Role of Artificial Intelligence (AI) and Cognitive Solutions in Delivering Customer Experience of the Future** ([EGR-EGR-2018-21-R-2565](#)); 2018. This report aims to provide detailed insights into the role of Artificial Intelligence (AI) and cognitive solutions in delivering customer experience of the future. It covers use cases where firms can leverage AI to drive automation in Customer Experience Management (CXM). It also includes case studies elucidating scenarios of AI implementation in CXM

For more information on this and other research published by Everest Group, please contact us:

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