

| Issue, Month, (AD)*, (CD)*, (PD)* | Fairs, Events, Congresses | Main Editorial Topics | | | | Specials** | Special Issues** |
|--|---|--|---|---|--|---|--|
| | | Technology | Management / Employees | Call Centers / Customer Service | | | |
| 1 Feb. / March AD 25.01.2012 CD 01.02.2012 PD 21.02.2012 | CallCenterWorld , Berlin, Germany (27.02.-01.03.) CeBIT , Hanover, Germany (06-10.03.) | Hardware and software from CallCenterWorld | Ergonomics in call centers | Customer service meets social media | Data quality as a recipe for success | CallCenterWorld | |
| 2 April AD 22.03.2012 CD 29.03.2012 PD 19.04.2012 | | Communication 2012 | Workforce management | Customer service in the healthcare sector | Credibility in customer communication | Industry focus Pharmaceutical / healthcare | |
| 3 May AD 16.04.2012 CD 23.04.2012 PD 14.05.2012 | | Email management | Staff management | New service concepts | Brand management in call centers | Industry focus Energy market | |
| 4 June AD 04.06.2012 CD 11.06.2012 PD 29.06.2012 | | Voice recording | Call centers as career opportunities | Service - luxury or necessity | Ranking of call center service providers | Industry focus IT-TC | Ranking 2012 |
| 5 July / Aug. AD 29.06.2012 CD 06.07.2012 PD 26.07.2012 | | Automation in call centers | Human resources management as value-added | Help desks | Value-added solutions | Industry focus Financial services | |
| 6 Sept. / Oct. AD 23.08.2012 CD 30.08.2012 PD 19.09.2012 | Mail Order World & Versandhandelskongress , Wiesbaden, Germany (26-27.09.) Contact Center Trends , Frankfurt/Main, Germany | On-demand solutions | Team leaders - the managers of tomorrow | Customer value analysis | Self service | | Mail order congress/ Mail Order World |
| 7 November AD 17.10.2012 CD 24.10.2012 PD 14.11.2012 | Digital Touch, Be Connected und Voice + IP , Frankfurt/Main, Germany | Headset solutions | Remuneration models | Service hotlines | Service quality | Industry focus Public administration | |
| 8 Dec. / Jan. AD 22.11.2012 CD 29.11.2012 PD 19.12.2012 | | Campaign management | Monitoring | Managing international campaigns | Collection | | Call Center specialists |

Regular topics in CallCenterProfi:

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| Technology | Social media, headsets, CRM, IVR, VoIP, facility, value-added services, workforce management, etc |
| Call Center | Organisation, management and control, trends/developments |
| Management | Recruiting, development, management and motivation |
| Law | Competition law, data protection, etc. |
| Customer Service | Issues concerning strategies and customer perspectives |
| Markets | News and salary barometer |
| Products | Important products for operating call centers and service centers |
| Events | Fairs, congresses, seminars, conferences |

**) Special issues and Specials on trade fairs, trends and industry news with value-added benefit. Circulation at selected trade fairs.

*AD = Advertising deadline | CD = Copy deadline | PD = Publication date

This overview of the subjects scheduled for 2012 is intended for your planning. We reserve the right to make changes if necessary. For further information, please call +49 (0)611 / 78 78 – 226