

DMG Consulting QM/Recording Packaged Offerings

Products and Services for Vendors

DMG Consulting is the leading contact center industry research and consulting firm. Our in-depth Industry Reports provide enterprise executives, contact center managers, IT directors, vendors, investment firms and the press with the most comprehensive analysis of today's dynamic contact center market. Our packaged offerings for 2007 will help you identify market and technology trends and directions, enabling you to meet and anticipate your customers' current and future needs. We can assist you in shaping and communicating your company's message and generating leads through our outstanding presentations, webinars and white papers. Our proven record of accurately anticipating market developments will give you a competitive advantage. In 2007, you can choose from seven packaged offerings, tailored to the needs of our vendor clients.

Packages	1	2	3	4	5	6	7
2007 QM/Recording/eLearning/Coaching/Surveying Report This report provides contact center and market trends, projections, vendor market share analysis, pricing, detailed functional and technical comparisons and company profiles.	✓	✓	✓	✓	✓	✓	✓
2007 Speech Analytics Market Report This report offers insight into this emerging market, trends, projections, detailed functional and technical analyses, vendor market share, pricing, case studies and company reviews.	✓	✓	✓	✓	✓	✓	✓
2007 Contact Center Performance Management Report This report presents detailed comparisons of vendors, products, services, technology, market share penetration rates, pricing and company reports.	✓	✓	✓	✓	✓	✓	✓
2007 QM/Liability Recording Mid-Year Market Share Update This report delivers a comprehensive market share analysis for all QM/recording vendors, segments and applications.	✓	✓	✓	✓	✓	✓	✓
One Webinar	✓		✓			✓	
Three Webinars							✓
One Presentation or Focus Group		✓	✓	✓			✓
Two Presentations or Two Focus Groups (or one of each)						✓	
One Case Study (2 pages)				✓			
One Consulting Day		✓			✓	✓	
Two Consulting Days	✓						
One White Paper (8-10 pages). White paper press distribution is optional.					✓		
Cost		\$20,000			\$30,000		

For More Information

To discuss these offerings, or to tailor a package to your specific needs, contact Deborah Navarra at (516) 628-1098, or via e-mail at deborah.navarra@dmgconsult.com.