

EDITORIAL CALENDAR FOR 2012

	Edit. Close Date	FYI Vertical Market	Enterprise Strategy Feature	Customer Strategy Feature	Designers Developers Feature	White Paper Supplement	Events
January/February	11/19/2011	Healthcare	From IVR to Mobile Customer Care	Outlook 2012	SpeechTEK Labs	Buyer's Guide	
March/April	1/14/2012	Hospitality	Natural Language Interactions	Leveraging Real-Time Analytics Over Multiple Channels	The Value of Mashups		
May/June	3/3/2012	Government	Artificial Intelligence to Improve Customer Experiences	Testing and Tuning Best Practices	Speech and Multichannel Service		
July/August	5/27/2012	Manufacturing	Benefits of High-Def Audio IVRs	How to Deploy a High-Def Audio IVR	Speech In University		SpeechTEK New York (8/13)
September/October	7/15/2012	Insurance Financial Svcs	Speech Industry Awards				
November/December	9/9/2012	Retail	Measuring the Caller Experience	Voice Biometrics	Standards Update		

IN EVERY ISSUE:

EDITOR'S LETTER

Letter from *Speech Technology* magazine's Editorial Director David Myron

INSIDE OUTSOURCING

Experts from large outsourcing companies share their strategies for speech success

VOICE VALUE

Industry experts evaluate speech technologies and practices

INTERACT

VUI designers offer advice on improving speech-enabled IVRs

FORWARD THINKING

Industry experts offer strategy and technology advice

FYI

News analysis of the most topical speech technology stories

FEATURES

In-depth articles on the latest speech strategy trends and technologies

DEPLOYMENTS

Case studies showcasing hard and soft ROI benefits and how they were achieved

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