

# CX Network Calendar 2023

JAN	Focus Topic: Automation in APAC	FEB	Focus Topic: Digital CX	MAR	Focus Topic: Enhancing ROI	APR	Focus Topic: Omnichannel
<p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Predictive CX 2023  <b>RESEARCH REPORT</b>                      CX Automation in APAC                      How to Master Chatbots</p>		<p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Voice of the Customer 2023  <b>RESEARCH REPORT</b>                      Digital CX</p>		<p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Customer Self Service 2023  <b>CXN Live:</b> CX APAC Online 2023  <b>RESEARCH REPORT</b>                      Calculating ROI in CX  <b>EXPERT INSIGHTS EBOOK</b>                      Citizen Experience US and EMEA - digitalizing public services                      Citizen Experience APAC - smart cities  <b>WEBINAR</b>                      Managing your distributed workforce in 2023</p>		<p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Customer Communications Management 2023  <b>RESEARCH REPORT</b>                      Omnichannel</p>	
<p><b>MAY</b> Focus Topic: Global state of CX</p> <p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Customer Contact Week Digital ANZ 2023  <b>CXN Live:</b> CX EMEA 2023  <b>RESEARCH REPORT</b>                      Global State of CX Report (NA, EMEA, APAC versions available)                      Telecoms</p>		<p><b>JUN</b> Focus Topic: Retail</p> <p><b>ONLINE EVENT</b>  <b>CXN Live:</b> CX Automation 2023  <b>RESEARCH REPORT</b>                      CX in Retail  <b>WEBINAR</b>                      Building digital citizen experiences</p>		<p><b>JUL</b> Focus Topic: Data, analytics and insights</p> <p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Contact Centers 2023  <b>RESEARCH REPORT</b>                      Customer Insights &amp; Data Analytics US and EMEA                      Customer Insights &amp; Data Analytics APAC  <b>EXPERT INSIGHTS EBOOK</b>                      Personalising CX in APAC</p>		<p><b>AUG</b> Focus Topic: Automation</p> <p><b>ONLINE EVENT</b>  <b>CXN Live:</b> CX Financial Services 2023  <b>CXN Live:</b> Omnichannel CX 2023  <b>RESEARCH REPORT</b>                      CX Automation Global</p>	
<p><b>SEPT</b> Focus Topic: AI in CX</p> <p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Customer Insights &amp; Data Analytics 2023  <b>CXN Live:</b> Voice of Customer APAC 2023  <b>RESEARCH REPORT</b>                      AI in CX                      Digital CX Trends APAC  <b>EXPERT INSIGHTS EBOOK</b>                      Financial Services  <b>WEBINAR</b>                      The end of cookies – the big changes coming to data in 2024</p>		<p><b>OCT</b> Focus Topic: Contact centers</p> <p><b>ONLINE EVENT</b>  <b>CXN:</b> CX North America 2023  <b>RESEARCH REPORT</b>                      Contact centers</p>		<p><b>NOV</b> Focus Topic: Journey mapping</p> <p><b>ONLINE EVENT</b>  <b>CXN Live:</b> Digital CX 2023  <b>CXN Live:</b> Future Contact Center Trends &amp; Technology APAC 2023  <b>RESEARCH REPORT</b>                      Customer Journey Mapping  <b>EXPERT INSIGHTS EBOOK</b>                      User Experience</p>		<p><b>DEC</b> Focus Topic: Trends for 2024</p> <p><b>ONLINE EVENT</b>  <b>CXN Live:</b> The future of CX  <b>RESEARCH REPORT</b>                      Top CX Trends for 2024  <b>WEBINAR</b>                      Inclusive UX</p>	