

White Papers and Major Reports by Kathleen Pierz 2001

Assessing Voice Recognition in the Contact Center	12/31/2001
Domain Name Services: A Whole New Ball Game	10/16/2001
Voice Services and Wireless Data Users Forecasts	8/10/2001
The Global Outlook for Directory Assistance/Enquiry	7/17/2001
'Coopetition' in Global Directories and Databases	4/24/2001
Deregulating Telco Databases: FCC's New Tune for DA	3/9/2001
What's in a Name (space)?	1/23/2001