PACE encourages the submission of articles that are directly related to the contact center industry and the members and customers we serve. Articles that are focused on sales or self-promotion will not be accepted for PACE submission and/or publication. It is acceptable to provide your name, title, email, phone number and a link to your company's website at the conclusion of the article.

Submission guidelines:

- Articles that are directly related to the contact center industry: new services, new regulations, customer experience, customer engagement best practices, technology, etc.
- Articles should contain educational content
- Articles should be 450-750 words. Articles that are any longer, will be subject to editing
- Articles should be proofread for grammatical and content errors
- Articles must be submitted in a Word document
- Priority will be given to the following:
  - Platinum members
  - Annual PACE Partners/Sponsors
  - Members in good standing
- Posting of articles will be determined on a first come, first served basis

** Submitted articles MUST be in alignment with PACE values and mission. Articles in question may be subject to a committee review and edits prior to publication.

Articles that include the following will NOT be accepted:

- A call to action/sales pitch for company's services
- Promotion of events not related to PACE or its mission
- Political bias
- Negativity toward competitors
- Op-ed pieces

Articles MAY include the following:

- Full name of author
- Title of author
- Phone number of author
- Email of author
- Company, with hyperlink to company website, of author

To submit an article for review, contact Chris Haerich at: chris.haerich@paceassociation.org.

We look forward to reviewing your submissions and providing our members, customers and those impacted by our industry with content to help them navigate the ever-changing contact center landscape.