Evolution of Customer Communication

- **1985** Symbolics, a Massachusetts computer company, registers the first commercial .com domain
- **1989** The World becomes the first commercial internet service provider for the general public
- **1992** Internet users across the world register nearly 15,000 domains
- **1993** Tim Berners-Lee releases the first version of HTML for developers
- **1995** The Internet sees more use with AOL, Prodigy, and CompuServe
- **1996** Microsoft releases Internet Mail (Outlook) and more than 20% of Americans are online
- **1997** Around 10 million users around the world have email accounts
- **2001** Nearly every business in the developed world uses email
- **2008** 8 in 10 ten working Americans use either a personal or work-related email account
- **2016** JourneyDXP launches its first digital sales room, Smart Rooms
- **2018** The world reaches 3.8 billion email accounts
- **2019** Global domain registrations reach nearly 360 million
- **2020** More than 4 billion global email users exchange 306 billion emails per day
- **2021** Gartner adds digital sales rooms to its venerable Hype Cycles for business tech
- **2022** It's estimated that the global population will send 3.8 million emails per second