

Finding the
ROI
of your
CX Vision



MODERATOR



Lou Powell

Sr. Managing Partner, Solutions & Innovations
Concentrix

PANELISTS



Jason Mercer-Pottinger

RTS Operations Director
Baxter Healthcare



Shannon Hodges

Vice President of Sales & Support
Opendoor



Robert Dietz

Senior Director, Customer Solutions
STASH



Personas and Personalization

Proliferating Customer Experiences





Real-time is On-time

Analyzing the Right Data





What You Measure Matters

Insights to Drive Outcomes



Q&A

