

VIRTUAL
EVENT

CUSTOMER CONTACT VIRTUAL

A Frost & Sullivan Executive MindXchange
September 21-24, 2020

Rethinking Your Business
and Offerings During a
Time of Crisis

#CCVirtual

Agenda

- Crisis Planning vs. Reality
- Solving For Your Clients New Needs
- Innovation
- Mobilizing
- Adjusting Your Current Offerings

Crisis is Changing the Way We Do Business

Where There Is A Problem, You Have The Solution

- What new challenges are you facing during a crisis?
- What new challenges are your teams facing during a crisis
- What are new challenges your consumers are facing
- Of these challenges, which ones can you impact?
- Do what's right and the rest will follow

Innovating Offerings

- 90 Day Free Trial
- Coach to Camera
- Family Programming
- Live From Home
- Get it 70% right and then move
- Listen to people who aren't in your org chart
- Step Out of the Box

Mobilizing

- Redeploying Staff
- Central Mobilization of Security and Safety
- Servicing our Teams
- Testing new protocols and plans
- Scaling Change

Changing Process

- Safety and Perception
- Delivery Practices
- Shutting Down and Pushing Events
- Making the tough decisions
- During Crisis, You Have To Focus on Your Teams