

VIRTUAL
EVENT

CUSTOMER CONTACT VIRTUAL

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

WFH or Where From Here?

#CCVirtual





virgin atlantic







the perfect store

Adam Cohen

...
"eBay's story is amazing, and Mr. Cohen's enthusiasm carries you along....His prose is as brisk and cheerful as the blue-red-gold etc. of the famous eBay logo."

— *New York Times*

INSIDE — EBAY

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REMOTE

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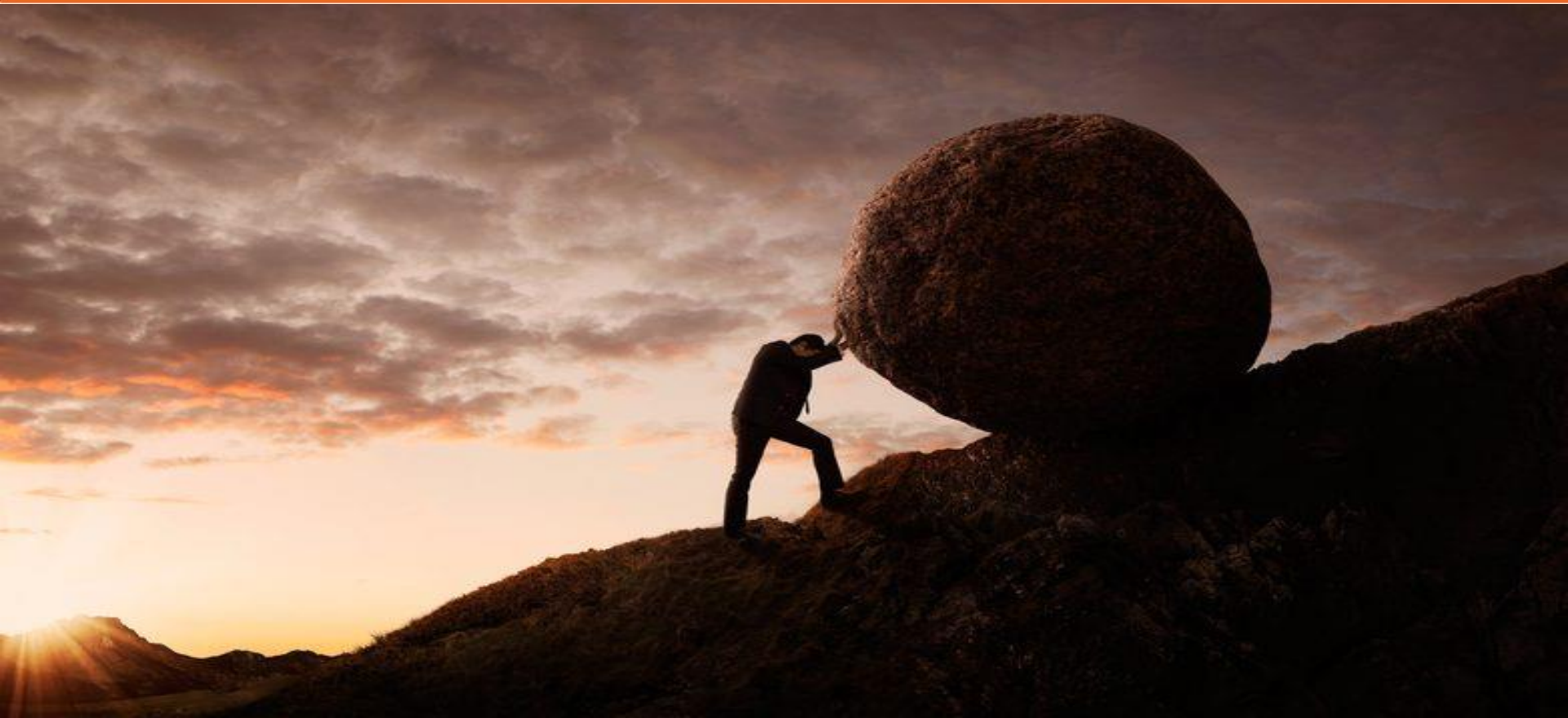
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WFH



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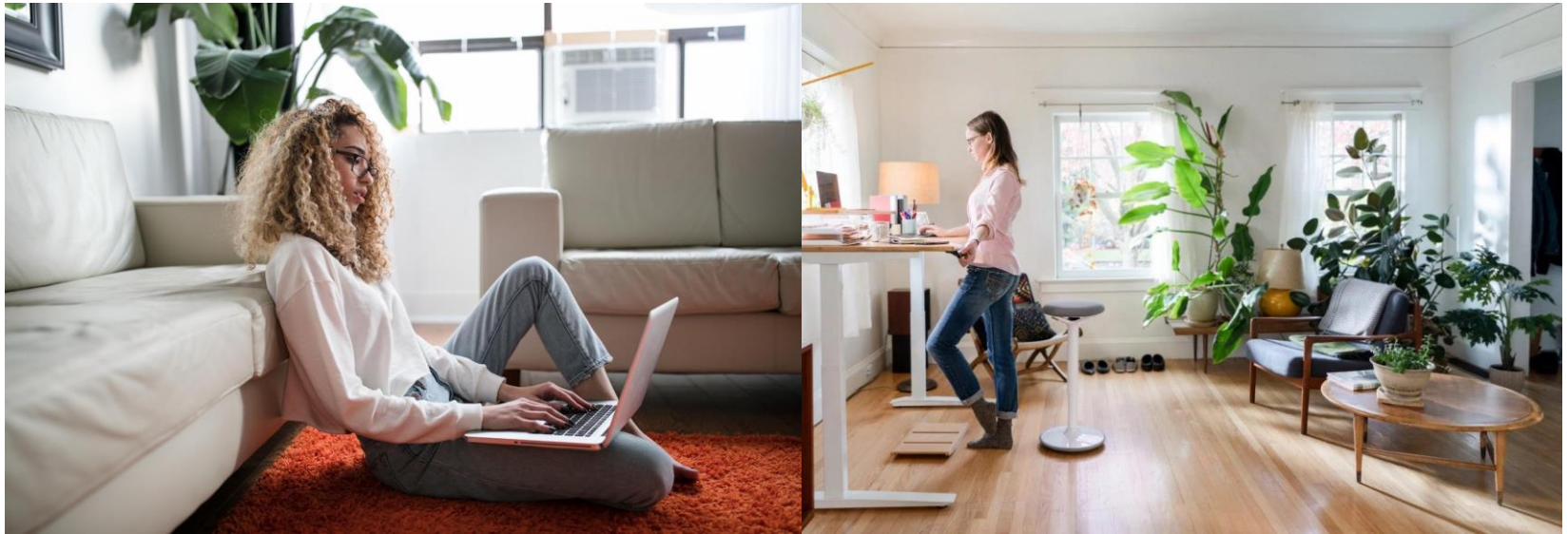
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- Legacy
-
- Acceptance
- Technology

Legacy Thinking



Market Acceptance



Tools & Technology



A close-up photograph of actress Emma Stone. She has long, wavy brown hair and is looking slightly to her left with a subtle, knowing smile. She is giving a thumbs-up gesture with her right hand. The background is blurred, showing other people in a social setting.

OK

BOOMER

TOWNS WILL RISE AGAIN

CLIMATE CHANGE

HOBBIES

HOME OFFICES

DIVERSITY

WELLNESS

CO-WORKING SPACES

INCLUSION

DIGITAL NOMADS



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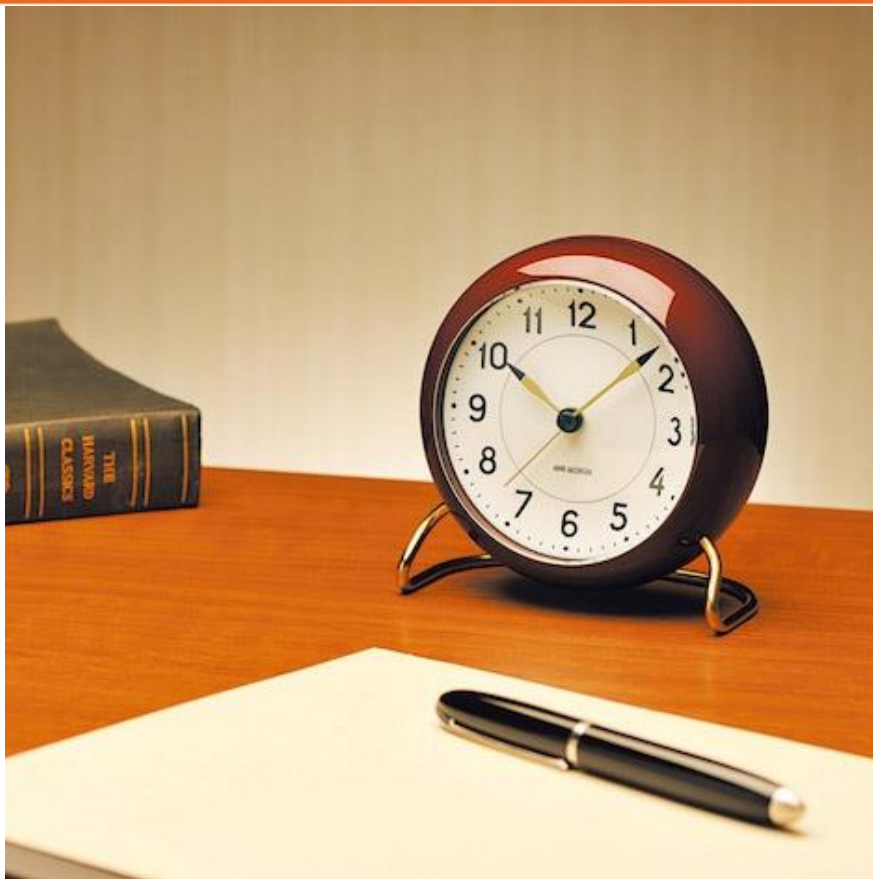
CO-WORKING SPACES

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TOWNS RISING	CLIMATE CHANGE	HOBBIES
HOME OFFICES	DIVERSITY	WELLNESS
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Stephanie Scholz











THANK
YOU