



Keeping Pace With Digital Transformation on Steroids

Patty Hatter
SVP Global Customer Services

Customer Contact Virtual Session

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The greatest challenge we face in preparing ourselves for transformation is self doubt.

You need to be absolutely and unequivocally steadfast in your willingness to take risks.

Push the boundaries. Walk your talk.
Believe in yourself.

It's not easy... but it's a great commitment.

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Patty Hatter

SVP Global Customer Services
Palo Alto Networks

BIGGER. BETTER. FASTER. MORE.



93%

of service teams believe
that customer support
expectations in 2021 are
higher than ever.



650%

Increase in COVID-19
email scams in March
of 2020.



Anticipate your customer needs and meet them 100% of the time

EMPOWERING THE TEAM

A close-up photograph of several hands from different people, each holding a white puzzle piece. The hands are positioned around a central point, suggesting they are about to assemble the pieces. The background is softly blurred, showing more hands and puzzle pieces, creating a sense of a collaborative team effort. The overall color palette is warm, with soft pinks and oranges.

A strong, engaged team can delivers amazing results that your customers take note of.

The background of the slide features three golden Easter eggs resting on a sandy surface. The egg in the center is the most prominent, showing a detailed, embossed pattern. The other two eggs are slightly out of focus, one to the left and one to the right. The overall lighting is warm and golden, creating a soft, glowing atmosphere.

**IF YOU CHANGE THE WAY YOU LOOK AT THINGS,
THE THINGS YOU LOOK AT CHANGE.**



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