Stephens



Contact Center Market During COVID-19

Thursday, April 16 at 2:00 p.m. ET/1:00 p.m. CT

Stephens is hosting a conference call for institutional investors with Sheila McGee-Smith.

About Featured Speaker Sheila McGee-Smith



Sheila McGee-Smith, the founder and principal analyst at McGee-Smith Analytics, is a leading communications industry analyst and strategic consultant focused on the contact center and enterprise communications markets. Her insight helps enterprises and solution providers develop strategies to meet the escalating demands of today's consumer and business customers. Sheila is a frequent contributor to No Jitter and serves as the Contact Center Track Chair for Enterprise Connect.

Conference call date and time subject to change. To join the call or to obtain more information, please contact your Stephens sales representative.

Thursday, April 16 at 2:00 p.m. ET/1:00 p.m. CT

Topics of Discussion

- How are contact centers shifting agents remote as a result of COVID-19?
- How could COVID-19 impact deal pipelines and mid-market/enterprise implementations?
- How has inbound usage volumes changed over the last month?
- Does this accelerate the long-term trend towards cloud contact center?

Conference Call Host

Ryan MacWilliams

Research Analyst Enterprise & Cloud Infrastructure (212) 891-1789

Ryan.MacWilliams@stephens.com



STEPHENS.COM

f in 9 800-643-9691

©2020 STEPHENS INC. MEMBER NYSE, SIPC STEPHENS INC., 111 CENTER STREET, LITTLE ROCK, AR 72201

UNSUBSCRIBE EMAIL PREFERENCES VIEW ONLINE

This announcement has been prepared solely for informative purposes as of its stated date and is not a solicitation, or an offer, to buy or sell any security. It does not purport to be a complete description of the securities, markets or development referred to in the material. The research analyst principally responsible for preparation of this announcement has received compensation that is based on the firm's overall revenue which includes investment banking revenue. To access current disclosures for the companies in this announcement, clients should refer to http://info.stephens.com/e/244872/selkide- Placiscourse-sortion/137276/38/38/3592598/the Info/2468/enek/RESK/VA/CZ/scla https://doi.org/100/100/100/248/25/scle https://doi.org/100/100/248/35/2598/the info.org/100/248/25/scle https://doi.org/100/248/25/scle https://doi.