



## 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.**

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#### 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](mailto:Ryan.MacWilliams@stephens.com)