



FUSION25

SESSIONS & CONTENT TRACKS

SESSION TOPIC	Hybrid + SAAS	Mgmt + Service	Professional Development
Troubleshooting 101			
Customer Journey Mapping			
Balancing CX + Revenue			
Building a Culture of Excellence			
Identifying Call Types			
Lessons Learned (by Vertical)			
ROI Calculation + Analysis			
Importance of Onboarding			
Call Center Leadership Panel			
Data-Driven Decision Making			
“LIVE” Podcast Recording			
Software Platform Petting Zoo			
Software Platform Tips + Tricks			
API Integration 101			