**Session Notes Template**

**Use this guide to take notes during the conference.** After each session or visit to the expo hall, take a few moments to jot down who you heard speak or talked to, key takeaways from the interaction, and potential action items. When you return home, you’ll have these notes to reference as you create a report for your manager of your conference activities and the value you gained from attending ICMI Contact Center Connections 2019.

**Session Block: \_\_\_\_\_\_\_\_\_\_ Presenter:**

**Topic:**

**Date & Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Notes**

**Key learnings / takeaways**

**Action items**

**Session Notes Template**

**Session Block: \_\_\_\_\_\_\_\_\_\_ Presenter:**

**Topic:**

**Date & Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Notes**

**Key learnings / takeaways**

**Action items**