**Conference Report**

Attendee Name   
Attendee Title and Department

**Benefits of attending Contact Center Expo 2020**Identify several specific benefits to the organization you are bringing back with you as a result of your manager’s approval to attend the conference. The best benefits align with your company or department’s core business goals.



**New knowledge gained**Refer to your session and exhibitor notes. List at least three pieces of new information you’re bringing back to work with you as a result of attending the conference.



**New business relationships:**

List a few key contacts you made during the conference. You might include peers, presenters/industry experts, and vendors. Include the contact type, name, business, contact information and a brief description.



**Action items**

List the top action items you want to pursue or implement as a result of attending the conference. Topics may include meetings with your manager or supervisor, training your employees or peers, or setting follow-up meetings with vendors or new business contacts