



## Access to Experts



**Brad Bennett** , Customer Experience Architect , Genesys

Brad works for Genesys, the world's leading provider of customer service and contact center software and services — with a 100% focus on customer experience and a mission of "saving the world from bad customer service." Brad has more than 20 years' experience in the contact centre, CRM and ERP industry and extensive knowledge of the enterprise software environment from a technical and business management perspective.

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