



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.

Contact [Carol Courter](#), Manager, Corporate Communications, +1 212 339 0232, courter@conferenceboard.org

The Conference Board is a global, independent business membership and research association working in the public interest. Our mission is unique: to provide the world's leading organizations with the practical knowledge they need to improve their performance and better serve society. The Conference Board is a non-advocacy, not-for-profit entity holding 501 (c)(3) tax-exempt status in the United States of America.

