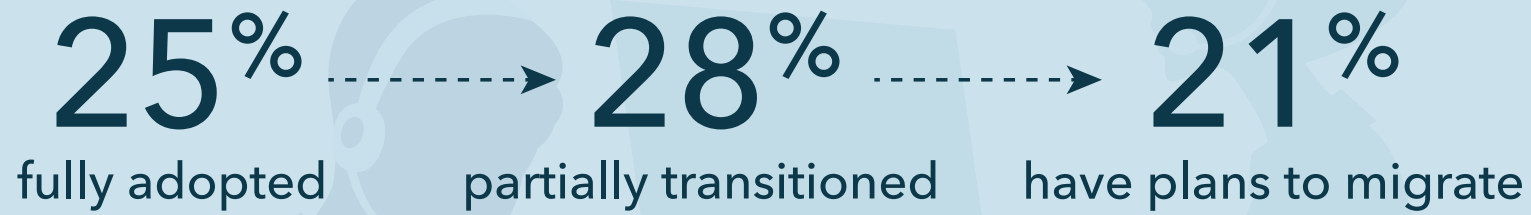
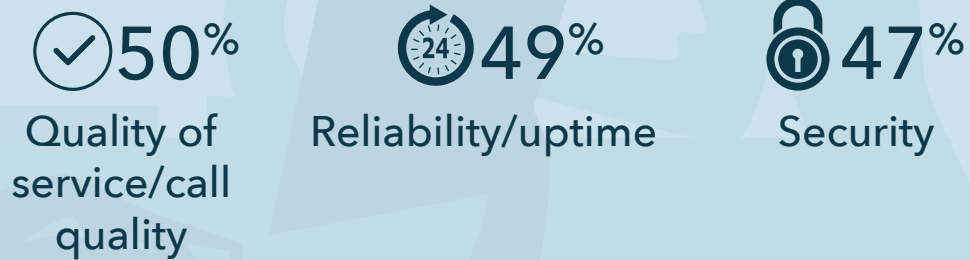


# Cloud Contact Centers *Gaining Share*

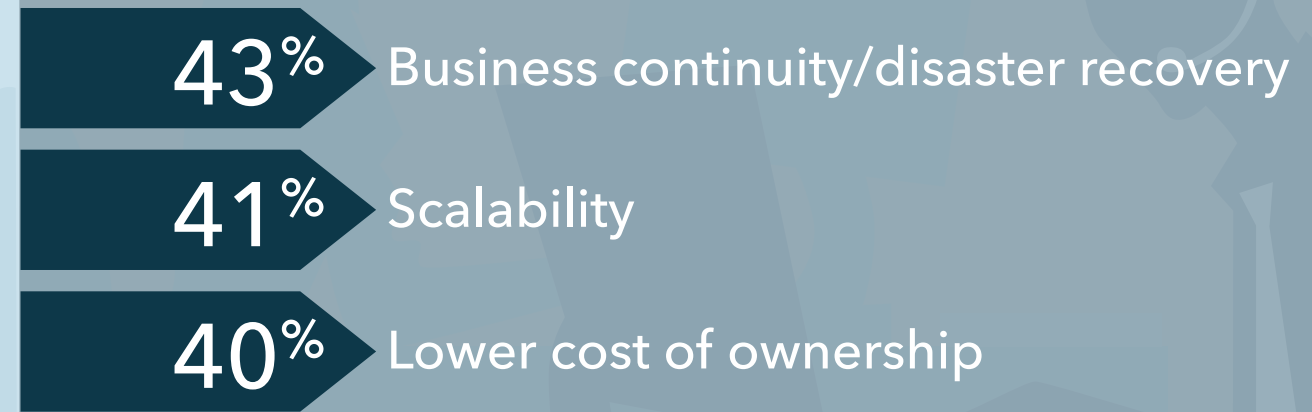
## MOVE TO CLOUD



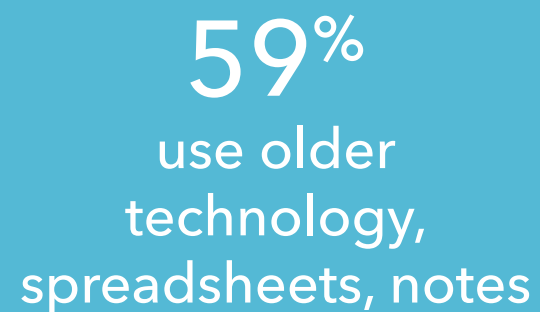
### Cloud Inhibitors



## Top Reasons to Adopt Cloud

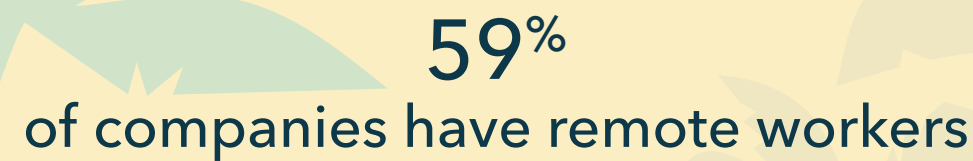


## Analytics: The Next Frontier

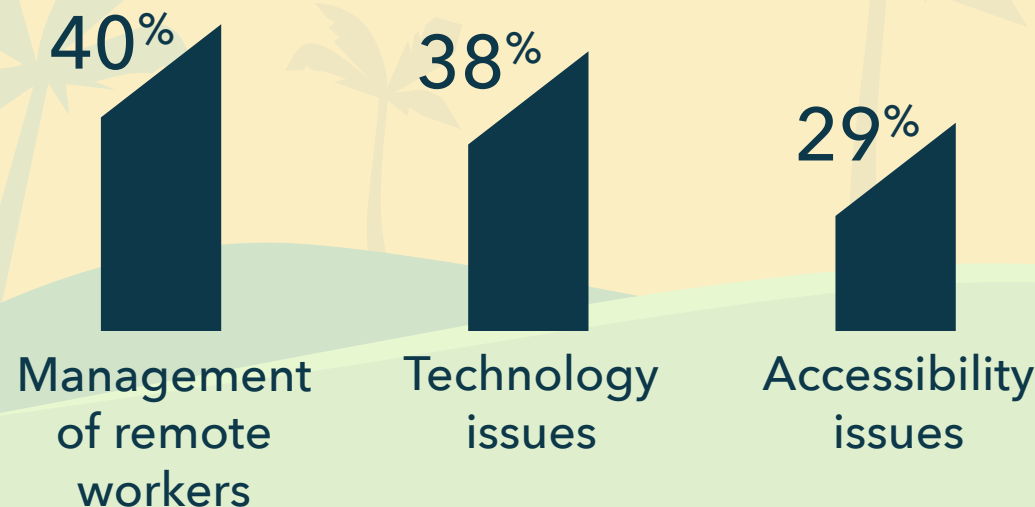


## REMOTE

## WORKING



### Top Challenges



## Multi-Channel World



### Top 3 Challenges In Managing Multiple Channels

