

**Topic:** Improving Frontline Performance with a Modern Approach to Training

With digital transformation underway across all industries, it's important to remember to take all of your people on this journey. The frontline, either sales, service technicians or contact center associates have the biggest impact on your customers, but are often last in line when it comes to training with new tools and technology. Learn how modern tools like Axonify differ from traditional approaches and can combine communication, adaptive training and data to drive frontline performance.

**Speaker:** Kien Quach, Director of Enterprise Sales - Axonify



Kien Quach is Director of Sales at Axonify and has helped telco organizations transform their learning ecosystems to drive the right behaviors leading to sales & CSAT results. Prior to Axonify, Kien spent 10 years in the contact center industry helping organizations with their digital transformations through chatbot & AI technologies.