

January 2022

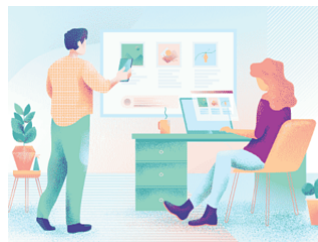


## 2022: Year of Transformation

2022 is the year of true business transformation. We're also transforming the way we communicate with you, with a quarterly Connections newsletter and occasional Flash updates. We're kicking things off with Packet Fusion CEO Matt Pingatore's thoughts on where technology is headed in 2022.

[Read more>>>](#)

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## Contact Center Pipeline Read Now

Packet Fusion CEO Matt Pingatore shares his thoughts in a pointed article in Contact Center Pipeline: Why Your Customer Service S\*\*\*S: And Solutions. He explores today's new normal, with highlights on UCaaS, CCaaS, AI, and more.

[Read more>>>](#)

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## 2022 Trends from Scott Kamper

Get 2022 trend insights from Scott Kamper, National Partner Manager at NICE, a leader in CCaaS and workforce optimization.

[Read more>>>](#)



## Networking & Security



### Vulnerability Tied to Security - Be Safer in 2022

Is your organization ready to address the next global network and web applications security breach? It's an unfortunate fact that threats are on the rise. Learn how Packet Fusion is here to help you prepare, starting with an evaluation of your network and connected applications.

[Read more>>>](#)



cloudpro™

ClientX

Vulnerability Assessment Report

## CCaaS



### Transforming Retail CX with Visual Self-Service

Consumers are overwhelmed with the need to manage passwords for each business interaction on their mobile devices. Learn how visual self-service options enhance CX for retailers from a blog post and podcast from Genesys.

[Read more >>>](#)



### Genesys Named as Forrester Wave Leader

Delivering exceptional experiences to customers is critical. We also need to ensure that our employees have great experiences, too. The Genesys Cloud CX workforce optimization (WFO) platform for contact centers was recently recognized by Forrester.

[Read more>>>](#)



### Mitel News Coming Soon: Watch for the Flash

Watch for an update coming soon via a news Flash email on all things Mitel.



### AVANT Podcast: Convergence of UCaaS & CCaaS

Wondering how to merge your unified communications and contact center operations to maximize productivity, keep your agents engaged, and deliver top CX? Get all this and how to think about measuring your performance and upcoming trends in the latest podcast from AVANT.

[Read more >>>](#)



### Take Survey for a Chance to Win

Can you spare five minutes for a chance to win a prize by taking this year's survey? We want to deliver what matters most in our quarterly news and Flash updates, as well as during our events.

[Answer the five questions now! >>>](#)



## Resources to Help You Make Informed Decisions

**Info Gallery:** Our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security, and collaboration are updated regularly.

**Lunch & Learns:** Our popular monthly webinar series covers a wide range of topics from industry trends to leading solutions from companies such as Genesys, Zoom, Mitel and more.

**Tech Talks:** Packet Fusion engineers cover a wide range of in-depth technical topics.

**Technical Explainers:** Technical explainers cover complex topics at a high level in an easy-to-understand way.

If you have questions on any information in this newsletter, please reach out to your Packet Fusion representative.



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