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# REAL RECOGNITION RADIO

with Roy Saunderson & S. Max Brown every Tuesday at 1:00 et.



*The show that is all about building relationships, inspiring greatness and creating a workplace where people can thrive.*

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## Real Recognition Radio

### Archives Available

January 17th 2012: **Managing Employee and Customer Expectations**

What is the role of a Chief Customer Officer? On the next Real Recognition Radio program, Roy Saunderson and S. Max Brown will be speaking with Vala Afshar, the Chief Customer Officer for Enterasys Networks, a Siemens Enterprise Communications Company. Vala and his team have successfully implemented an award winning cloud computing customer relationship management framework that enables Enterasys to use business and performance management analytics to achieve best-in-class customer satisfaction and employee retention. Enterasys' strong technical service and support capabilities are reco

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## Featured Guest



### Vala Afshar

Vala Afshar is Chief Customer Officer for Enterasys Networks, a Siemens Enterprise Communications Company. Afshar is responsible for worldwide services operations and technical support functions including contact center operations, field engineering,

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