

## Vocalcom cements its growth strategy with the appointment of a new Chief Revenue Officer

**Vocalcom**, the global leader in customer experience and omnichannel contact center solutions, reinforces its Executive Committee and announces the appointment of **Ombeline Bernard Manusset Allant** as Chief Revenue Officer (CRO). Through this appointment, Vocalcom reaffirms its historical positioning as an innovative customer relationship leader.

### Strengthening sales staff on a global scale

Vocalcom has named Ombeline Bernard Manusset Allant as CRO. Ombeline joined Vocalcom eight years ago, in 2013. Step by step, she demonstrated her strong professional, managerial, and humanistic skills which garnered constant recognition from both her colleagues and customers, and led her to gradually take on more responsibilities to the point of overseeing all operations in Africa.

As Chief Revenue Officer, she will define the company's business strategy. Her objective will be to optimize revenue and to identify and implement tools that allow the company to generate strong growth in terms of sales. Her mission will also be to build and lead the sales and sales support teams throughout the world, in accordance with country managers.

*« We are eager to maintain a good balance between the experience and the knowledge of our values within the executive team. The appointment of Ombeline is therefore a logical and strategic choice, »* states **Carlo Costanzia**, **Vocalcom CEO**. *« She has always known how to demonstrate her professionalism and, since the start, bring successes which have made her an essential pillar of Vocalcom's sales strategy. Thanks to her diplomacy and human qualities, Ombeline represents the values and the traits that we look for in a CRO,»* adds **Carlo Costanzia**.

#### About Vocalcom:

Created in 1995, Vocalcom is the global leader in customer experience and omnichannel contact center solutions in the Cloud for customer service, sales, and marketing. The company offers all-in-one solutions that are flexible, personalized, and intuitive in the Cloud or on-premise. They cater to companies of all sizes that wish to accelerate their digital transformation by modernizing their contact centers and optimizing the digital experience of their customers. Vocalcom has a strong global presence with 16 offices on 4 continents, and counts more than 1 400 company customers in 47 countries around the world.

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