



## Press Release

Paris, January 11, 2022

### Vocalcom names Karine Palacios Chief Product Officer (CPO) at Vocalcom

**Vocalcom**, a global supplier of cloud contact center and customer experience management solutions, is strengthening its Executive Committee with the appointment of Karine Palacios as Chief Product Officer (CPO). Through this appointment, Vocalcom reinforces its historic positioning as an innovative customer relationship leader.

#### Consolidating the Vocalcom product portfolio on a global scale and accelerating innovation

Vocalcom has appointed Karine Palacios as CPO. She brings to the company more than 20 years of experience in the creation, deployment, and management of SAAS and cloud customer engagement solutions. As an expert in CCaaS, Karine has notably worked for British Telecom as Head of Global Product Management. Overseeing a global team of product chiefs, the pioneers of public cloud, Karine has spent the last 15 years supporting large international companies in migrating their contact center and customer engagement applications to the cloud, recently adding digital customer experience and artificial intelligence to her skillset.

She joins Vocalcom today to structure and accelerate the company's economic growth. As Chief Product Officer, her role will be to contribute to the company's growth by restructuring the product portfolio and support for the sales teams, a new technical and functional innovation strategy inspired by the customers and the deployment of a global network of technical and business partnerships.

*« It is with great pleasure that we welcome Karine Palacios, who will have a key role at Vocalcom,» says **Carlo Costanzia, President and CEO of Vocalcom.** "In addition to her expertise, Karine is a passionate person with a clear and strategic vision," adds **Carlo Costanzia.***

*« It is a privilege to apply my experience with the CX technology market at an agile and ambitious company and contribute to the acceleration of Vocalcom's global growth and the optimization of the customer experience. I am thrilled to join an energetic, passionate, and diverse team and an environment where monotony has no place!" says **Karine Palacios, CPO of Vocalcom.***

#### 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.

To learn more : [www.vocalcom.com](http://www.vocalcom.com)

Twitter : [@Vocalcom](https://twitter.com/Vocalcom)

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#### Press contacts:

Margot Bonhomme / Isabelle Billoy

Email: [m.bonhomme@vocalcom.com](mailto:m.bonhomme@vocalcom.com) / [i.billoy@vocalcom.com](mailto:i.billoy@vocalcom.com)