



# Lee

The digitally literate

## About Lee Morgan

- Works in San Francisco as CEO of an online domestic cleaning booking service
- Lives in Marina District with his wife and his son
- Reaches the office at 8am and he already has walked the dog, had a trumpet lesson and checked his company phone support service level
- Knows his way around the web and spares no effort to be digitally updated
- Values information above all and makes decisions based on trustworthy data
- Wants to give his company the best tool to succeed and is aware of all Call Center Software solutions
- Believes that paying for good software is good business
- Moved from Five9 to Talkdesk because his company grew and he got frustrated with poor user management
- Get's annoyed by outdated online experiences

*"amaze me, that's the key to keep me engaged"*

## Key Goals

- Grow his company with Talkdesk
- Use a time saving product
- Be amazed