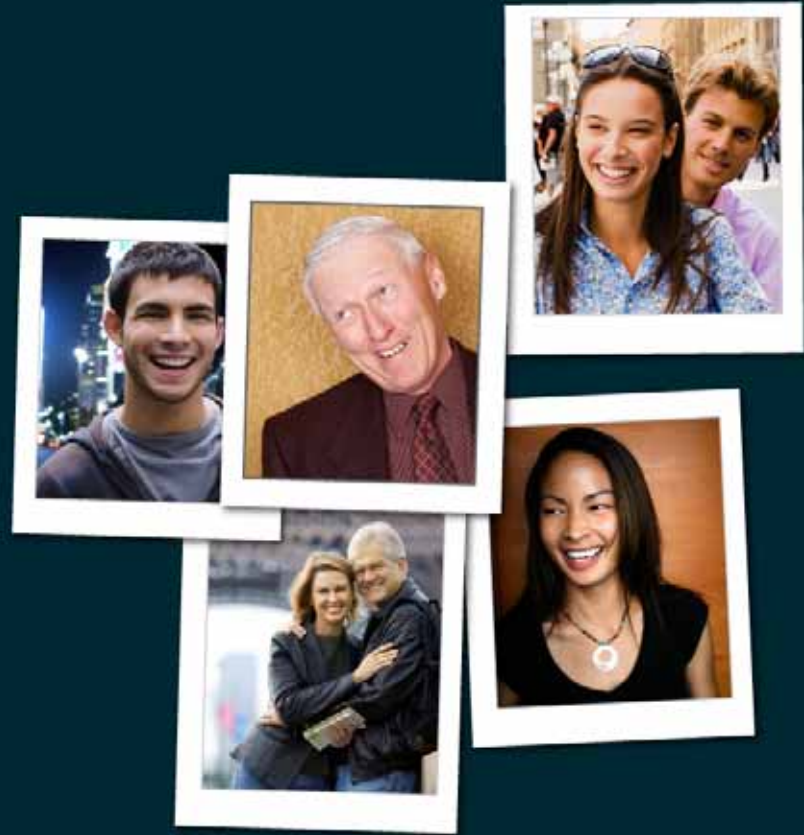


SUMMIT 08



RightNow in Retail:  
Customer Service as a Differentiator  
Panel Discussion

**RIGHT  
NOW.**

- Moderator
  - Suzy Meriwether, Retail/CPG & Consumer Electronics Industry Manager, RightNow Technologies
- Customer Panel
  - Meagan Killmer, Customer Service, Bass Pro Shop
  - Chris Shortall, Director Customer Service, Casual Male
  - Ron Kelly, VP Customer Care, Drugstore.com



- RightNow Community: <http://community.rightnow.com/>
- Retail section on RightNow website: [www.rightnow.com/retail](http://www.rightnow.com/retail)
- Recorded Webcasts:
  - No Nightmare before This Christmas: Stormy Simon, Senior VP of Customer Care and Marketing with Overstock.com, and Chris Fletcher, Research Director with AMR Research, join RightNow to discuss how they put an end to holiday chaos in their call centers.  
<http://www.rightnow.com/nightmare>
- Contact me:
  - Suzy Meriwether [Susan.Meriwether@RightNow.com](mailto:Susan.Meriwether@RightNow.com),  
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