



CCW

CUSTOMER CONTACT WEEK EXECUTIVE EXCHANGE

August 12-14 | The Four Seasons Hotel, Chicago | www.ccwexecutiveexchange.com

DELIVER WORLD-CLASS SERVICE WITH SPEED & EFFICIENCY



WELCOME

Deliver World-Class Service with Speed and Efficiency

On behalf of the Customer Management Practice, It is our pleasure to welcome you to the CCW Executive Exchange, an exclusive invitation only event! Our team of analysts and the CCW advisory board have been working tirelessly to build an unparalleled exchange experience for you.

This year, we focus on delivering world-class service with speed and efficiency. We are in the “Age of the Customer”. Today’s customers are armed with unlimited choices, various channels and demand a high level of customer attention and service. Their increasing expectations and have forced organizations to transform and prepare for the CX battlefield by prioritizing the future contact center.

Join our must-attend exchange this August as we take a deep dive with a select group of contact center leaders from the C-suite to discuss strategies to make world-class service a reality.

We look forward to seeing you at CCW Executive Exchange in Chicago!

Best wishes,

CCW Executive Exchange Team!

CMP





ADVISORY BOARD

CHAIRPERSON

Becky Ploeger
VP Sales &
Service Strategy
USAA



VICE CHAIRPERSON

John Pompei
Head of Player
Experience Operations
ELECTRONIC ARTS



Kathleen Attinello
Head of
Enterprise
Customer Service
& Technical
Support
**DUN &
BRADSTREET**



Bob Azman
VP Traveler
Services,
Americas and
Global
**CARLSON
WAGONLIT
TRAVEL**



Colleen Beers
SVP
ALORICA



Jeanne Bliss
President
**CUSTOMER
BLISS**



Kevin Bottoms
Global VP,
Business
Development
**TELUS
INTERNATIONAL**



Celika Caldwell
VP of Experience
Design
AARP



Cheryl China
SVP, Escalations
Director
CITIZENS BANK



Jennifer Hanson
Senior Director,
Guest Services
& GiftCard
Operations
TARGET.COM



Ted Hunting
VP, Marketing
GENESYS



Gene Lunger
EVP Retail
Operations
**ASHLEY
HOMESTORE**



Ronny Haimé
VP – Global Head
of Service Delivery
GROUPON



Shep Hyken
Chief Amazement
Officer
**SHEPARD
PRESENTATIONS,
LLC**



Jim Iyoo
Chief Customer
Officer
**ETECH GLOBAL
SERVICES**



Mary Beth Jenkins
Chief Operating
Officer
**UPMC HEALTH
PLAN AND UPMC
WORKPARTNERS**



Mark Killick
VP, Care
GRUBHUB



Wendy Liu
VP Customer
Experience and
Executive Care
Response Liaison
COMCAST



Heather Magaha
SVP National
Client Service
Manager
**WELLS FARGO
BANK, NA**



Gabriele Masili
General
Manager,
Windows
& Devices
Group Support
Business Unit
MICROSOFT



Troy Mills
Chief Academic
Officer
CCW UNIVERSITY



Docia Myer
Chief Education
Officer
**CCW
UNIVERSITY**



Steve Prodger
SVP, Customer
Experience &
Innovation
SMARTACTION



Paul Selby
Head of Product
Marketing
SERVICENOW



Janet Solomon
SVP, Head of Client
Contact Center and
Contact Center
Operations
SUNTRUST



Frank Suljic
SVP of
Strategic Sales
MATTERSIGHT



WHAT MAKES THE EXCHANGE EXPERIENCE UNIQUE?

WHAT IS AN EXCHANGE?

The CCW Executive Exchange is the only event of its kind that exclusively brings together the head of the contact center. For 2 1/2 days, on an invitation-only basis, our guests enjoy a closed-door benchmarking environment that allows them to compare strategies against their true peers.

Qualifying Criteria include:

- ▶ You have direct oversight of a sizeable contact center operation
- ▶ You control or directly influence where the contact center budget is spent
- ▶ You represent a enterprise-level or fast-growing organization
- ▶ You currently have a minimum of 3 active projects needing solutions within the next 0-24 months

DO YOU QUALIFY?



It's An Experience Like No Other

The CCW Executive Exchange supports the evolution of the contact center operation. The sessions are built by our team of analysts and CCW advisory board to not only tackle the challenges of today but more importantly the challenges of tomorrow.

Exclusive:

Sharing and exchanging ideas and concepts with your peers. Our capped attendance ensures highly interactive sessions and networking opportunities in an intimate setting.

Strategic Event Sessions:

Brilliant, intellectual content presented by the world's most innovative contact center thought leaders is designed specifically for the strategic thinker from enterprise-level and fastest growing organizations.

Customized Itinerary:

Select the Keynote sessions, BrainWeave® discussions and Roundtable meetings that match your active projects and current business needs. Take full control of your itinerary and time at the Exchange.

One-to-One Business Meetings:

The business meetings provide an unique opportunity for attendees to efficiently assess solutions and services to help align with your strategic vision for tomorrow's contact center operation.

Begin building your contact center blueprint. To request an invitation, set up a call with our Head of Audience Development.

Kenneth Haskins
 CXO Liaison
Customer Management Practice
 E. enquiry@iqpc.com
 P. 646-502-3257





Sherif Mityas
Chief Experience Officer
TGI Fridays



Sherif Mityas is the Chief Experience Officer for TGI FRIDAYS responsible for the Brand's global Strategy, Digital and Technology efforts. Mr. Mityas has more than 20 years' experience in the retail and hospitality industries in both senior consulting and executive industry roles.

Prior to joining TGI FRIDAYS, Mr. Mityas served as the Managing Partner for JS Consulting and as the Chief Executive Officer for Hollywood Video/Movie Gallery.

Mr. Mityas received a B.S. degree in aerospace engineering from Boston University, a M.S. in mechanical engineering from Rensselaer Polytechnic Institute and an M.B.A. from Northwestern's Kellogg School of Management.



Donald Hicks
VP of Global User Services
Twitter



Donald Hicks is the Vice President of Global User Services for Twitter. Donald has been commissioned to transform the consumer support experience on its platform. Harmony between designing unparalleled consumer experiences, and eliciting the "wow" factor for users is where Donald's passion lies. He is determined to be the voice of consumers for Twitter. His interest in CX began 10 years ago while building the operations within Amazon's Kindle division. Motivated by the perceived impossible, and a slight bit of impatience, Donald is convinced he is here to make a differential imprint in consumer experience that others can build upon.

Donald is an alum of Stanford University, Graduate School of Business Executive Program and also earned an MBA in Finance and Bachelor's degree from Clark Atlanta University.



Michele Watson
SVP Client Success
Indeed.com



Michele Watson is Senior Vice President of Client Success at Indeed. In her role, she focuses on delivering a best-in-class customer experience for every job seeker and employer using Indeed.

Before joining Indeed in April 2017, Michele served as the Vice President of Customer Care and Payments & Risk at Walmart.com. She oversaw the online operations for customer support, fraud and payments for the world's largest retailer. Michele also served as the SVP of Global Customer Care at Match.com. She has over 30 years of customer service experience in a variety of industries and has always been viewed as a significant change agent in her organizations. Michele received a bachelor's degree in consumer science from Texas State University.



SUCCESS STORIES: BENCHMARK AGAINST YOUR PEERS



Lynn Costlow
SVP, Customer
Care
ADT



Cathy Cox
SVP - Omni
Channel Strategy
Business Lead
SUNTRUST BANK



Rachelle Dever
Brand & Guest
Experience Director
InterContinental
Hotels Group (IHG®)



Wanny Manasse
Vice President - Customer
Service (East)
T-MOBILE



Lance Gruner
EVP, Global
Customer
Care
MASTERCARD



Donald Hicks
VP of Global
User Services
TWITTER



Sherif Mityas
Chief
Experience
Officer
TGI FRIDAYS



Lisa Oswald
SVP, Global
Customer Service
TRAVELZOO



Melissa
Porter
VP,
Customer
Relations
TAILORED
BRANDS



Teresa M.
Rieger
VP, Customer
Service
Manager
FIRST
MERCHANTS
BANK



Nate
Rosenthal
Head of
Global
Customer
Success and
Operations
SQUARE



Michele Watson
SVP Client
Success
INDEED.COM



Carla Zuniga
SVP
ALLSTATE
INSURANCE
COMPANY





DON'T JUST TAKE OUR WORD FOR IT...



"I had the opportunity to attend the CCW Executive Exchange in Chicago and just wanted to take a minute and talk about how the experience has been for me - really a great opportunity to interaction with leaders across industry at my level. Surprising to find out that they are deal with the same challenges that I'm dealing with and we collaborated together to talk about ways that we can solve those. I think also having the benefit a number of vendors here to talk about those challenges we're facing and talk about how they may be able to help up solve those had made this experience extremely valuable for me."

Aaron Carmack
Vice President, Home Services
Home Depot



"I came to the exchange specifically because I wanted to meet some of my peers and get the opportunity to network with them as well and meet and hear from people about the struggles or challenges or perhaps the triumphs they've had with in their areas and organizations and learn opportunities to improve areas within my own team as well. I think the session so far especially the speakers from individual organizations have been really interesting and I think there's been some really insightful kernels that I'll definitely bring back to my work."

Keiran Casey
Head of Customer Support
Google Express



"These events are so important - important to myself as a business leader but also important to my teams. No matters how many stories you read, magazines, whether you are looking at the Harvard business review or reading books, there is nothing like getting the information face to face and there is no place to get faster than one of these sessions. I appreciate the opportunity not only to speak but to listen to a lot of the experts within our business who are in the fire and flames of everyday stress - who are in the business of looking for new ways to make their customers happy, and to understand and satisfy them."

Tim Perek
Head of Customer Experience
Schneider Electric – North America



PROGRAM

FULL SCHEDULE



10:30 **Exchange Registration & Welcome Brunch**

11:00 **Speaker, Delegate & Solution Provider Orientation**

11:30 **Chairman's Opening Remarks**

11:45 **Ice Breaker Activity**

12:00 **Opening Address: One View of the Customer - Connecting the Dots on the Customer Journey**

The customer journey is typically comprised of multiple touchpoints. The critical role is to engage and align the entire technology ecosystem to support them all. By raising the bar of higher expectations, it will drive and shape these journeys and ultimately improve the CX.

Lance Gruner
Executive Vice President, Global Customer Care
MasterCard

12:30 **Business Meetings**

1:00 **Business Meetings**

1:30 **MASTER CLASS: Connecting With Customers at The Speed of Life**

The world around us has changed and we are all living connected lifestyles. Customers have evolved from traditional to digital-first communications with companies. They want interactions to be fast, easy, personal, and trusted. Learn how to:

- Offer the communication channels want,
- Be available at the customer's moment of need, and
- Achieve higher satisfaction scores and lower costs by allowing customers to contact you via digital channels versus phone and email.

Chris Albro
Head of Enterprise Sales
Quiq

MASTER CLASS: Topic Being Discussed

2:00 **Business Meetings**

2:30 **Networking Break**

3:00 **Ignite Challenge: Building Value to Reduce Customer Churn**

This series of power presentations will approach new and fresh technologies to help CX leaders reinvent ways to reduce customer churn. These rapid-fire, quick-talk presentations include three 10-minute presentations in 30 minutes.

3:30 **CASE STUDY: Customer Centered Design to Transform Customer Experiences**

To provoke the "wow" factor as users request support on the platform, you need to create unparalleled consumer experiences in partnership with engineering, product and creative teams. To maximize user engagement that leads to long-term brand loyalty, you must have the answers for what product features are viable for the mass market? How do we amplify the voice of consumers? And how do we protect our users while driving urgency to their requests?

Donald Hicks
VP of Global User Services
Twitter

4:00 **Business Meetings**

4:30 **Business Meetings**

5:00 **MASTER CLASS: Topic Being Discussed**

BRAINWEAVE: Shift from Reactive to Proactive Customer Service Support

5:30 **Travel Time Between Sessions**

5:45 **CASE STUDY: The Need for Speed - Why ADT Made Speed of Service Their Top Priority**

Speed, accuracy, and reliability are key components to create a positive experience for customers. In the age of digital, customers are accustomed to getting answers in a matter of seconds. Join Lynn as she'll discuss how she streamlined the process, trained staff thoroughly and implemented smart work flows to make sure that each of your customers have a positive overall experience.

Lynn Costlow
Senior Vice President
Customer Care ADT

6:15

CLOSING ADDRESS: Transform the Guest Experience with Innovative Strategies to Drive Customer Engagement

TGI Fridays has embraced digital in a big way by creating a real differentiation in their digital capabilities within the restaurant sector. The effort employs the latest technologies – including AI, chatbots and voice recognition— to engage with guests outside the four walls and provide opportunities for both personalized engagement and social activity to connect more deeply. What’s the secret sauce? Join Sherif Mityas to learn the lessons behind his new CX strategies. In this session, he’ll discuss:

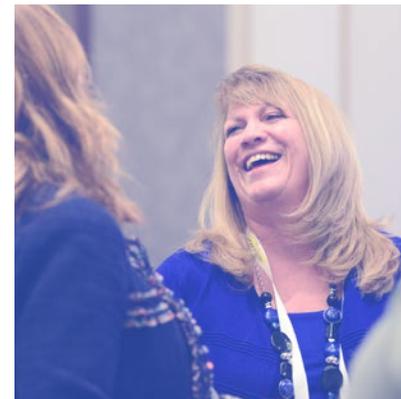
- The key drivers for employing an “always on” strategy for customer engagement
- The use cases that ensure the organization is achieving real ROI from these new technologies
- The lessons learned when embarking upon this customer journey to ensure future success



Sherif Mityas
Chief Experience Officer
TGI Fridays

6:45

Cocktail & Dinner Reception



8:00 **Networking Breakfast**

8:30 **Chairman's Opening Remarks**

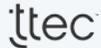
8:45 **OPENING ADDRESS: Indeed's Mission of Customer Centricity**

Never before has customer centricity been as important as it is today. Customers are demanding a unified, consistent experience and company foundations not built around the customer will fail in delivering on these growing expectations. Join Michele Watson as she shares how her organization is answering the call to deliver value to the business while staying true to their mission- the Customer.



Michele Watson
SVP Client Success
[Indeed.com](#)

9:15 **INDUSTRY INSIGHT: Taking CX to The Next Level**



9:45 **Business Meetings**

10:15 **Networking Break**

10:45 **MASTER CLASS: Turning Conversation into Results with Speech Analytics**

With the invention of natural language processing technologies, get a better understanding of customers by minning unstructured data and identify the type of interactions that lead to customer frustrations or satisfactions.



MASTER CLASS: Cloud Momentum - Delivering New Capabilities

There is a steady increase in cloud-based deployments in contact centers, as many contact center employees become decentralized to enable customer interaction through any type of channel or device at all times of the day. The cloud is a secure and cost-effective way to seamlessly integrate the contact center and quickly scale to add more employees and technology.



11:15 **Business Meetings**

11:45 **Business Meetings**

12:15 **CASE STUDY: Turn Upset Customers Around with a Guest Recovery Solution to Increase Customer Loyalty**

In the hospitality industry, the impact of service recovery is immense. Service failures always happen that simply can't be controlled. In this session, Rachelle will share the tools needed to ensure that all guest complaints from any channels are promptly resolved. Also minimizing the cost while increasing the effectiveness of the guest recovery strategy.



Rachelle Dever
Brand & Guest Experience Director
[InterContinental Hotels Group \(IHG®\)](#)

CASE STUDY: Balancing a Human Touch with Automated Support

Customers continue to demand effortless and efficient user experiences. It is vital to ensure the human element remains a core component regardless of customer's changing channel preferences. The continued improvement of virtual assistant solutions is dependent on agent's feedback and understanding as human will always play a role in providing excellent customer service experiences.



Nate Rosenthal
Head of Global Customer Success and Operations
[Square](#)

12:45 **Networking Lunch**

1:45 **CASE STUDY: If Customers Are So Satisfied, Why Aren't They Happy?**

Despite the rapid deployment of digital service channels, analytic tools and automation, a disconnect between customer expectations and the services companies deliver continues to exist. Learn how Travelzoo is driving up customer satisfaction and building loyalty, and what you can do to close the customer service delivery gap.



Lisa Oswald
Senior Vice President, Global Customer Service
[Travelzoo](#)

2:15 **Business Meetings**

4:00 **Business Meetings**

4:30 **Networking Break**

2:45 **Business Meetings**

3:15 **Interactive Roundtable Discussion**

This excellent networking opportunity puts you with your industry peers and encourages the sharing of ideas, business best practices, and discussion around a topic that is relevant to your common interests. Topics include:

Agent Engagement and Employee Satisfaction

OR

Improve Call Center Performance

OR

Artificial Intelligence for CX

OR

Biometrics to Improve Customer Service

5:00 **INDUSTRY INSIGHT: Improve Customer Care and Increase Your Bottom Line with AI**

In today's digital world, customers expect unified experiences, across channels, 24x7x365. Companies are transforming customer service and resolving queries faster and more cost-effectively than ever before. Discover how successful brands are taking advantage of the opportunity to shape customer experiences using Watson.

IBM **Watson**

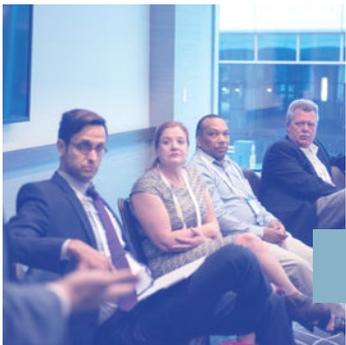
5:30 **CLOSING ADDRESS: Allstate's 'Digital Colleague' - A Blend of Human Intelligence and Problem Solving with Technology**

Hear about our AI-powered Virtual Assistant, designed to help Allstate employees by increasing the accuracy of interactions with customers, reducing the duration of customer calls, and resolving customer inquiries faster and more often. It's reduced the complexity by giving better and quicker access to information, policies and procedures to increase the overall customer experience.



Carla Zuniga
SVP
Allstate Insurance Company

6:00 **Cocktail Reception**



8:00 **Networking Breakfast**

8:30 **Chairman's Opening Remarks**

8:45 **OPENING ADDRESS: Centralized Dashboards to Improve the Customer's Experience**

Your call center is committed to delivering the highest level of service to your customers, which is why you need to be able to precisely monitor your performance. A centralized dashboard that streamlines VOC from any type of sources that you can store, analyze, and drive actionable insights and visualization will put greater emphasis on delivering improved customer experience.



Cathy Cox
SVP, Omni Channel Strategy Business Lead
SunTrust Bank

9:15 **CASE STUDY: SMS Texting for Customer Service - Talk to Your Customer in a Way They Prefer!**

Texting is a quick and convenient way to communicate a problem. It puts the power of communication in the hands of the customer's which will go a long way to improve understanding, their perception of the service and experience they receive, increase engagement and trust and, ultimately, will improve your rate of acquisition and retention.

- Resolve Issues faster and eliminate wait on hold
- Provide options for engagement creating a customized service experience
- Offer human text-based customer service



Melissa Porter
VP, Customer Relations
Tailored Brands

9:45 **Business Meetings**

10:15 **Business Meetings**

10:45 **Networking Break**

11:15 **CASE STUDY: VOC - The Importance of Focusing on "WHY"**

It's the era of customer centricity. Organizations must know how to acquire valuable degree of intelligence – and how to leverage that insight to elevate the customer experience. In this session, we'll understand the importance of the "voice of the customer." Instead of simply focusing on questions of "what" and "how," we obsess over the "why."

11:45 **CLOSING ADDRESS: Building a Digital Bridge – Optimize Efficiency with Workforce Management**

The Contact Center is no longer only a center to receive complaints, but a treasured hub to deliver a quality customer experience. Streamlining tasks with a platform that delivers on workforce optimization, quality and intelligence is key.



Teresa M. Rieger
VP, Customer Service Manager
First Merchants Bank

12:15 **Chairman's Closing Remarks**

12:30 **Exchange Concludes**





SOLUTION PROVIDERS



Salesforce • www.salesforce.com

Service Cloud, the world's #1 intelligent customer service platform, enables companies to transform the customer experience with smart customer service conversations across every channel. Whether engaging customers via messaging, video, communities, web chat, in-app, email, phone or even communicating directly with connected products, Service Cloud helps leading brands use service as a competitive advantage by delivering personalized, connected customer service experiences across every channel



Mattersight • www.Mattersight.com

Mattersight is a leader in enterprise analytics focused on customer and employee interactions and behaviors. Mattersight's Behavioral Analytics service captures and analyzes customer and employee interactions, employee desktop data, and other contextual information to improve operational performance and predict future customer and employee outcomes. Mattersight's analytics are based on millions of proprietary algorithms and the application of unique behavioral models. The company's SaaS+ delivery model combines analytics in the cloud with deep customer partnerships to drive significant business value. Mattersight's applications are used by leading companies in Healthcare, Insurance, Financial Services, Telecommunications, Cable, Utilities and Government.



VHT • www.vhtcx.com

Twenty years ago, VHT pioneered a new approach to customer service that helps organizations eliminate customer wait times – creating a positive first impression of the brand and improving customer interactions, operational efficiencies and revenue opportunities.



Datamark.Inc • www.datamark.net

DATAMARK provides a wide range of outsourced back-office services, including contact center services; high-volume digital mailroom and mail center management; and data entry, document processing and document management. Our Business Engineering team delivers process improvement consulting, applying Lean Six Sigma and other methodologies to streamline workflows and improve process quality.



TTEC • www.TTEC.com

TTEC is a leading global provider of customer experience, engagement and growth solutions. We help some of the world's top brands acquire, serve and retain their customers through: customer care, tech support, acquisition and sales, analytics, technology, and CX consulting. We partner with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel, driving increased revenue, improved profitability and deeper customer loyalty. With more than 48,000 employees and 85 sites around the world, TTEC interacts with 3.5 million customers every day in 23 countries.



IBM Watson • www.ibm.com/watson

IBM Watson Virtual Agent is the premier cognitive customer engagement platform. It is an industry pre-trained Natural Language Understanding for cross industry customer service. With the use of IBM Watson's new Conversation API, Watson Virtual Agent can understand customer service focused dialog across a range of complex requests. Additionally, the Conversation tooling and dashboard make it very easy to build a solution with little to no programming experience required



SOLUTION PROVIDERS



Pindrop • www.pindrop.com

Pindrop® solutions are leading the way to the future of voice by establishing the standard for security, identity, and trust in the call center. Pindrop® solutions help detect fraudsters and authenticate callers, reducing fraud and operational costs, while improving customer experience and protecting brand reputation for some of the world's premier call centers.



Service Now • www.servicenow.com

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service and more. We deliver a 'lights-out, light-speed' experience through our enterprise cloud – built to manage everything as a service.



Smart Action • www.smartaction.ai

SmartAction offers a cloud-based artificial intelligence engine that provides 100% natural language self-service. The engine, known as IVA®, allows customers to easily complete requests that had traditionally required live customer service agents. By automating these conversations, SmartAction helps companies provide an effortless customer experience while reducing operating costs. Clients include MGM Resorts International, Royal Caribbean Cruises Ltd., AAA/CAA, TechStyle Fashion Group, and many more across more than ten industries.



Quiq • www.goquiq.com

Quiq makes it easy for customers to contact a business via Messaging, the preferred channel already in use with our friends and family. With Quiq, customers can now engage with companies via SMS/text messaging, Facebook Messenger, Live Chat, and Kik for help with their pre-sales and post-sales questions. Quiq Messaging can be deployed as a stand-alone application or seamlessly integrated with your existing CRM application, like Oracle, Salesforce.com, and Zendesk. Built with enterprise-class capabilities, companies like Gogo, Jackson Hole Resort, Office Depot, Overstock.com, and Tailored Brands use Quiq Messaging to dramatically reduce operational costs and improve the customer experience.



Intradiem • www.intradiem.com

Intradiem arms contact centers with a real-time solution that streamlines operations and builds a solid foundation in a complex environment. The advanced automation platform creates significant and rapid cost reduction and agent performance benefits. Over 230,000 contact center employees use Intradiem's solution daily.



Practice • www.practice.xyz

Practice is an applied microlearning solution used to foster continuous learning cultures that increase competence and confidence and drive innovation. Practice does this by creating a scalable means for teams to frequently practice skills and receive meaningful, timely feedback through peer-to-peer video assessment and coaching. Practice's patented mobile-first video technology and learning methodology is used by organizations such as Comcast, Domino's, PepsiCo, and UPenn for reinforcement of new skills, fostering feedback, and facilitating collaboration.



SOLUTION PROVIDERS



Bit-Lever • www.bit-lever.com

AgentPRO by Bit-Lever is a Gamification and Business Intelligence platform that drives dramatic increases in your Agent engagement and Management efficiency. Your Agents crave clear direction and your Managers want an easier way to give it to them. AgentPRO is the solution. With AgentPRO your team will have the tools to centralize data, analyze trends, benchmark performance, and reward their agents with gift cards. Bit-Lever is a software company offering applications for Business to leverage big data, automate the mundane, and inspire the user



Aspect • www.aspect.com

With software used by millions of agents every year and supporting billions of consumer interactions around the world, Aspect's mission is to profoundly simplify and significantly improve customer engagement. Our solutions engage consumers, empower agents, improve quality, and lower the cost of delivering remarkable experiences. The native cloud customer self-service, contact center interaction management and workforce optimization capabilities are combined with next generation components while leveraging Aspect's breadth and depth of proven technology. The robust, intuitive and beautifully-designed software, delivered via our cloud, private cloud and on-premises, provides everything needed to delight consumers and employees alike.



CSS Corp • www.csscorp.com

CSS Corp is a new age IT services and technology support company that harnesses the power of artificial intelligence, automation, analytics, cloud and digital to address customer needs. The company partners with leading enterprises to help realize their strategic business outcomes. Its team of 5,500 technology professionals across 16 global locations is passionate about helping customers differentiate and succeed.



Sitel • www.sitel.com

Sitel Group is one of the largest customer experience management companies in the world. The group is comprised of industry-leading firms providing business process outsourcing, digital marketing, training and talent management, technology and innovation, consulting and analytics solutions. The group's services are leveraged across geographies, verticals and all stages of the customer journey, helping clients effectively harness the industry's explosive digital transformation and consistently deliver outstanding customer experiences.



PTP Inc • www.ptpinc.com

PTP is a professional services firm wholly focused on helping organizations deliver strategic customer experience solutions that drive revenue. We provide strategy, implementation and support services across the most common Contact Center, CRM and Security technology platforms.



AppFusions • www.appfusions.com

As their tagline says, AppFusions is a long-time pioneer in "connecting the enterprise". From their packaged Web portal integrations for cloud or on-premise, to their all-in-one scalable enterprise integrated digital workplace, called Aloha - AppFusions are experts in the tricky and complicated world of modern integration hard-knocks. Their field-vetted solutions connect dozens of apps, like Salesforce, Box, Dropbox, Microsoft apps, Atlassian apps, GitHub, ServiceNow, Slack, and many others. Their silo-busting deep workflow integrated experiences are holistic and cohesive, and can be deployed and running in minutes for the cloud, and within a day or two for on-premise. These are sophisticated solutions -- vetted, proven, and ready-to-go. Hard things can be simple.



DailyPay • www.dailypay.com

DailyPay is a technology solution that lets your employees control the timing of when they get paid, empowering them to meet their financial goals. Employees who find financial security at your company stay longer, reducing your turnover and improving bottom line profits.



YOUR LUXURIOUS VENUE

Four Seasons Hotel Chicago

120 East Delaware Place
Chicago, Illinois 60611-1443
Tel. +1 (312) 280-8400

Welcome to Four Seasons Hotel Chicago, located steps away from the famed Magnificent Mile, glamorous North Michigan Avenue shopping, and minutes from the city's business and financial centres. Explore the highest luxury guest rooms in the city with unrivaled Lake Michigan and skyline views. The award-winning Hotel has received a Forbes Five Star rating for 22 years in a row, the coveted AAA Five Diamond Award for 27 years, and is honored to be ranked as one of TripAdvisor's Top 25 Luxury Hotels in the United States.





UPCOMING EXCHANGES

CHIEF EXPERIENCE OFFICER EXCHANGE

July 29-31, 2018

Eaglewood Resort, Greater Chicago

www.chiefexperienceofficerexchange.iqpc.com

CHIEF CUSTOMER OFFICER EXCHANGE

November 4-6, 2018

Hotel Colonnade, Coral Gables

www.ccoexchange.iqpc.com

CCW EXECUTIVE EXCHANGE

December 2-4, 2018

Hotel Colonnade, Coral Gables

www.ccwexecexchange.iqpc.com

