



CUSTOMER
CONTACT WEEK
EXECUTIVE EXCHANGE™



August 11-13, 2025 | Radisson Blu | Chicago, IL

CURRENT ATTENDEE SNAPSHOT



Key Priorities



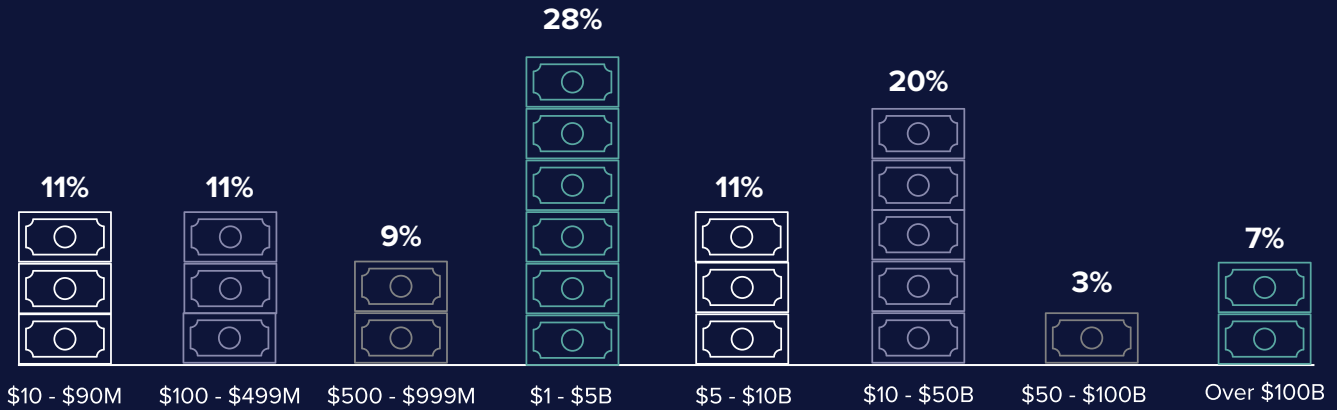
Job Titles



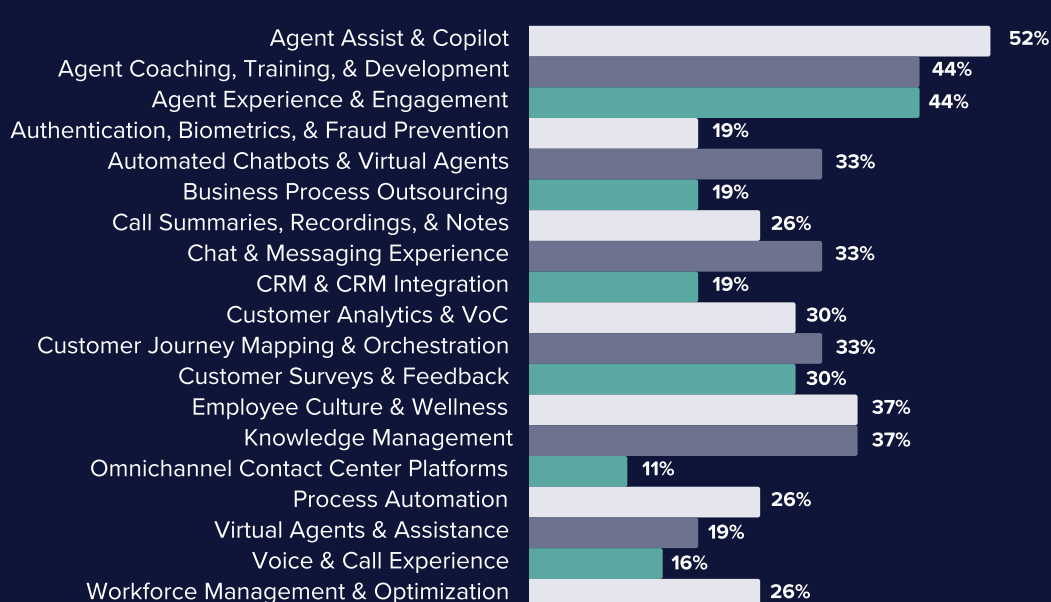
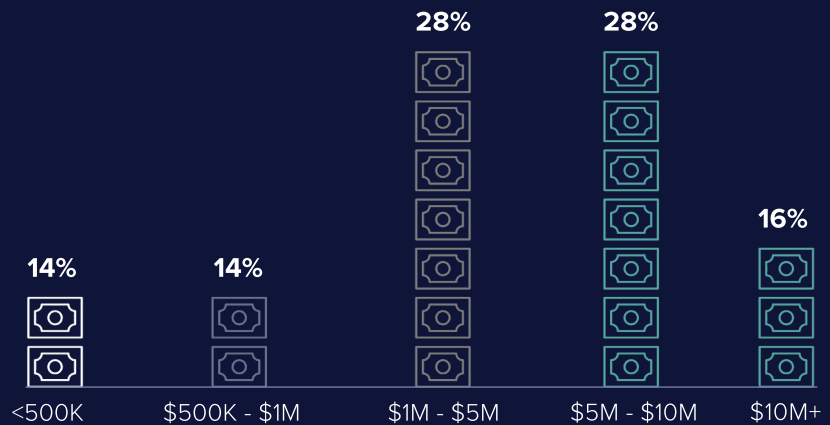
Companies

ATTENDEE DEMOGRAPHICS

ANNUAL COMPANY REVENUE



INVESTMENT BUDGETS



TOP PRIORITIES

ATTENDEE COMPANIES



Affordable Care
American Bar Association
American Medical Association
Americo
Americor
Amherst
Amur Equipment Finance
Antech Diagnostics
Ariston Group US
Ascension
Associated Bank
Atlantic Union Bank
Avanos Medical
Baylor College of Medicine
Cabinetworks Group
Centene Corporation
CommonSpirit Health
Delivery.com
ECR Software Corporation
Elevance Health

Endeavor Health
Everlane
Expedia Group
Extra Space Storage
First Credit Services
Floor & Decor
GoHealth
Grubhub
Halo Collar
Holt Renfrew
Home Depot
IAA
Inspire Medical Systems
J.P. Morgan Chase
Lenovo
Match Group
McKesson
Metropolis
Morgan & Morgan PA
Mr. Cooper

Novartis
Oak Street Health
Oncourse Home Solutions
One Inc.
Optimum
Oscar Health
Owens & Minor
PatientPoint
RPM Living
RRD
Scout Motors
Shipt
Starbucks
The Azek Company
Uber
Vantive Healthcare
Wellby Financial
Y-12 Federal Credit Union
Ymca Of Metro Chicago

ATTENDEE JOB TITLES

Associate Director Global Customer Service	Senior Director, Member & Provider Services
AVP, Customer Care Solutions	Senior Director, Sales Enablement
CAO	Senior Director, Strategy & Shared Services, E&E Brands
Chief Call Center Officer	Senior Director, Traveler Experience
Chief Experience Officer	Senior Director, Voice of the Customer & Interaction Analytics
Chief Growth & Engagement Officer	Senior Vice President, Provider Services
Chief Revenue Officer	Staff VP, Strategic Initiatives & Digital Transformation
Customer Solutions, Process & Strategy Director, Operations	SVP, Client Services
Director, ABA Service Center	SVP, Director of Digital Servicing
Director, Customer Experience	SVP, Experiential Operations
Director, Customer Support	SVP, Head of Customer Care Center
Director, Data Science	VP, Brand Engagement
Director, Finance and Operations	VP, Client Services
Director, Global Center of Excellence for Advanced Analytics & Data Science	VP, Clinical Strategy & Innovation, Caption Care Ultrasound Digital
Director, Member Engagement Center	VP, Community Impact & Operations
Director, Patient Services	VP, Customer Care
Director, Services	VP, Customer Experience
Executive Director	VP, Customer Operations
Executive Director, Customer and Content Strategy, Rare Diseases	VP, Customer Strategy
Executive Director, User Experience Research	VP, Customer Support
Executive Vice President	VP, CX
Global Head of Support Operations Strategy and Governance	VP, Engagement
Head, eService Support & AI Transformation	VP, Field Operations
Patient & Physician Services Product Owner	VP, Member and Provider Services and Optimization
People Support Director	VP, Omnichannel Support
Principal of Application Support	VP, Operational Analytics and Tooling
Senior Director, Buyer Services	VP, Operations Transformation
Senior Director, Client Experience	VP, Patient Access Contact Centers
Senior Director, Customer Care Americas	VP, Patient Access Contact Centers
Senior Director, Customer Experience	VP, People
Senior Director, Customer Insights	VP, Quality Control Manager, Customer Center Center
Senior Director, Global Quality Assurance & Delivery	VP, Virtual Communication Center
Senior Director, Marketing Analytics	
Senior Director, Medical Technology Advanced Services	



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JOIN US IN CHICAGO!

AUGUST 11 - 13, 2025

ONE-TO-ONE BUSINESS MEETINGS

Meet top solution providers who offer products & services that match your business needs in private, prescheduled, one-on-one meetings.

STRATEGIC EVENT SESSIONS

The exchange is designed for today's senior CX and customer contact leaders to benchmark, connect, and identify solutions to critical business challenges, in the most effective way possible.

HIGH-VALUE NETWORKING

Share and exchange ideas and concepts with your peers. Our invitation-only format ensures highly interactive sessions and networking opportunities in an intimate setting.

PROJECT ANALYSIS & BENCHMARKING

Your issues are put under the spotlight to examine the potential solutions that will emerge through group discussions. Build a customized itinerary that addresses your current initiatives, priorities, and future strategic objectives.

[VIEW AGENDA](#)

[REQUEST AN INVITE](#)