



CURRENT ATTENDEE SNAPSHOT ✦

September 24 - 26, 2025

Marriott Downtown Magnificent Mile | Chicago, IL



ATTENDEE JOB TITLES

AVP, Enterprise Contact Centers	Executive Director, Customer Experience
Chief AI Strategist & CEO	Head of Digital Market Strategy
Chief Experience Officer	Head of Employer Engagement
Chief Innovation Officer	Senior Director, Customer Insights & Success
Corporate Global head of Accessibility	Senior Director, Digital, Personalization & Analytics
Director, Clinical Services	Senior Director, Health Systems Patient Access
Director, Data Science	Senior Director, Operations / BPO Leader
Director, Healthcare Services	Senior Director, Patient Access
Director, Patient Access	Senior Director, Scheduling Optimization
Director, Patient Experience	Senior Director, Value Office
Director, People Centered Care & Health Justice	SVP, Operations
Director, Quality & CX	System Vice President, Ambulatory Access
Director, Strategy & Operations	Strategy & Operations
Director, Voice of the Customer & Insights	System Vice President, Strategy & Operations
Divisional, Director of Digital	VP, Access to Care
Executive Director, Access Center	VP, Customer Service, Patient Services, & IT Delivery
Executive Director, Ambulatory Operations & Strategic Initiatives	VP, Member and Provider Services and Optimization
Executive Director, Customer & Content Strategy, Rare Diseases	VP, Operations, Student Resources
	VP, Patient Experience & Communication

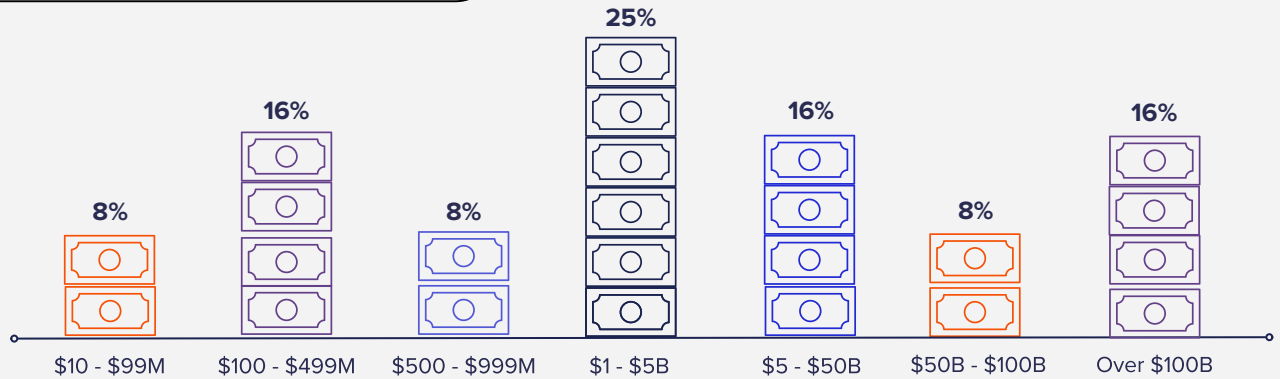
ATTENDEE COMPANIES



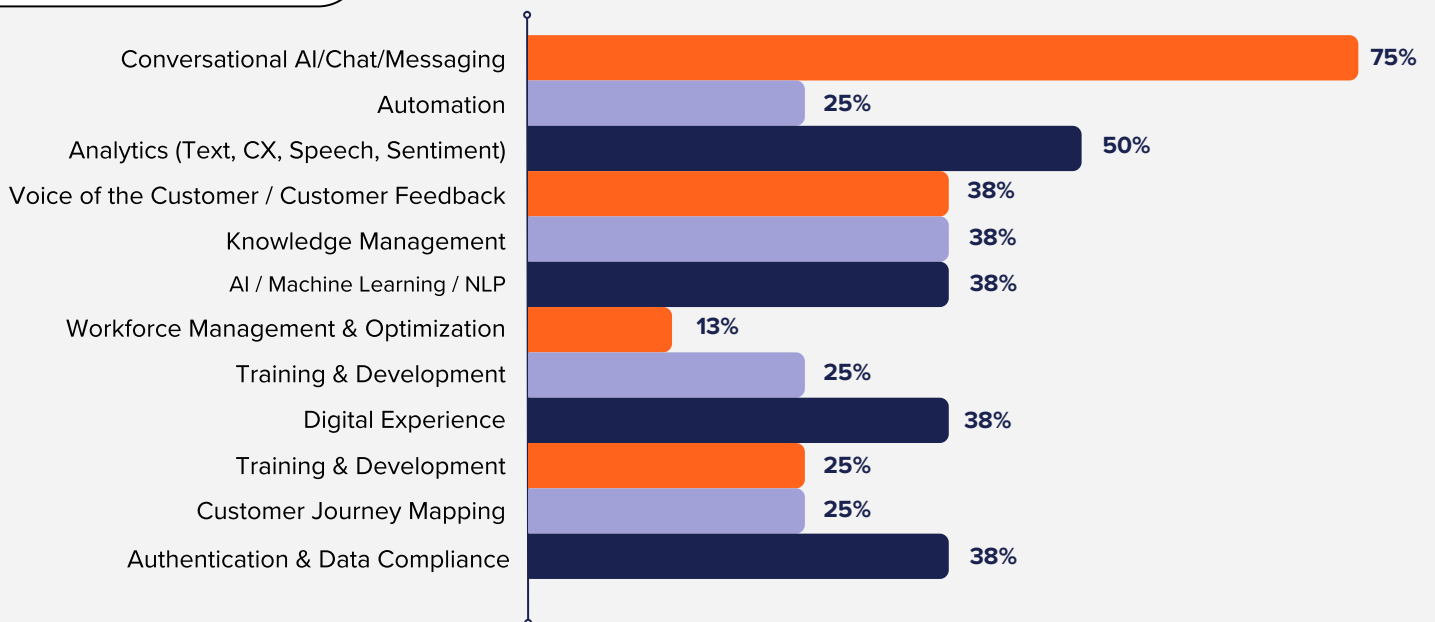
American Medical Association	McKesson	Tufts Medicine
AmerisourceBergen	MedStar Health	Uchicago Medicine
CommonSpirit Health	Merck & Co., Inc.	UCLA Health
DASCO HME	Metro Health	Ultimate Medical Academy
Elevance Health	Mozarc Medical	UNC Health
Emory Healthcare	Novartis	United Healthcare
Enovis - Dr.Comfort Brand	Optum	US Oral Surgery Management
Heartland Dental	Oscar Health	Walgreens Boots Alliance
Included Health	Planned Parenthood Federation	Washington University
Insulet	Premier Health	Wellness Connection
Intermountain Health	SDMI	WOHS
Lifefridge Health	The Cigna Group	Yale University

CURRENT ATTENDEE DEMOGRAPHICS

ANNUAL COMPANY REVENUE



TOP PRIORITIES



TOP PROJECT THEMES

- 1 Transition from decentralized service models to a centralized contact center structure to improve operational efficiency, standardize workflows, and deliver consistent, high-quality support across all locations.
- 2 Deploy generative AI, conversational AI, and analytics to automate tasks, support agents, and extract real-time insights, enhancing decision-making, personalization, and overall service delivery.
- 3 Redesign the digital engagement strategy by expanding omnichannel capabilities, launching VoC programs, and shifting analog interactions to digital to create a more seamless, empathetic, and responsive customer journey.



JOIN US IN CHICAGO

MARRIOTT DOWNTOWN MAGNIFICENT MILE | CHICAGO, IL

SEPTEMBER 24 - 26, 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.

EXCLUSIVE NETWORKING

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

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.

PROJECT ANALYSIS

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.

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