



Executive Customer Contact Exchange

October 12 - 13, 2015 • Miami, Florida, USA

VIP INVITATION

- ▶ Exclusivity – only senior executives are invited
- ▶ Strategic content to meet your needs
- ▶ Networking with your peers & innovative solution providers

- ▶ **Citi**, Global Director, Client Experience Team
- ▶ **Wells Fargo Bank**, EVP
- ▶ **Disney Destinations LLC**, VP Domestic Travel Operations
- ▶ **CenterPoint Energy**, SVP & Chief Customer Officer
- ▶ **McDonald's**, Senior Director, Experience Innovation
- ▶ **Build-A-Bear Workshop**, Senior Managing Director – Digital
- ▶ **US Cellular**, VP Customer Care Centers

It's Time to Personalize, Digitize & Monetize your Customer Services