



CUSTOMER CONTACT WEEK LAS VEGAS 2025

OVER 25 YEARS DRIVING CUSTOMER CONTACT INNOVATION

JUNE 9-12, 2025 | CAESARS FORUM, LAS VEGAS

PREMIUM
SPONSORS



WELCOME

Customer Contact Week isn't just an event.

It's where you shape the future of customer engagement, surrounded by the brightest minds and boldest innovators in the industry. Together, we solve today's challenges, spark new ideas, and define strategies that move businesses forward.

This is your opportunity to lead.

At CCW, we've reimagined what's possible for customer contact leaders. Whether you're driving digital transformation, scaling personalization through AI, or optimizing frontline operations, CCW delivers the insights, connections, and solutions to transform your vision into reality.

Here's how CCW stands apart:

- **Proven Insights:** Actionable strategies from 250+ experts who turn vision into results.
- **Innovative Solutions:** Hands-on access to transformative tech in the CCW Expo Hall.
- **Meaningful Connections:** Build relationships that inspire progress and drive success.
- **Trusted Intelligence:** Exclusive market insights powered by CMP Research.
- **Immersive Experiences:** Workshops, candid conversations, and new ideas in every moment.

CCW is your opportunity to take bold steps forward. Together, let's reimagine what customer engagement can achieve.

We look forward to seeing you there.





Our Advisory Board

The Advisory Board drives strategic direction for Customer Contact Week, leveraging insights from diverse industries. With deep subject matter expertise, the board ensures CCW stays ahead of industry trends and delivers meaningful value for attendees and partners alike.

[VIEW THE BOARD](#)



Our History

In 1999, the journey began with Call Center Week, a forum for managers to forge the gold standard in customer service. Today, Customer Contact Week stands as the pinnacle event for contact center and customer experience (CX) leaders. It's a melting pot where innovators across various industries and functions converge to sculpt world-class customer journeys.

[LEARN MORE](#)

CCW DIVISIONS



DAY ONE

Mon | Jun 9

8:00 AM - 5:00 PM
CCW Attendee Badge Pick-Up

6:00 PM
CCW Welcome Reception
Must have your CCW Badge to attend

DAY TWO

Tue | Jun 10

8:00 AM
Check-In & Breakfast

9:00 AM
Workshops & Summits

12:30 PM
Lunch

1:30 PM
Workshops & Summits

6:00 PM
CCW Excellence Awards Gala

DAY THREE

Wed | Jun 11

7:00 AM
Check-In & Breakfast

8:00 AM
Main Stage

10:00 AM
Expo Hall Grand Opening

11:00 AM
Breakout Sessions

12:45 PM
Lunch

1:45 PM
Breakout Sessions

4:30 PM
Main Stage

6:00 PM
Cocktail Reception

8:00 PM
TransPerfect CCW After Party

DAY FOUR

Thu | Jun 12

7:00 AM
CCWomen Breakfast

8:00 AM
Main Stage

10:00 AM
Networking Reception

11:00 AM
Breakout Sessions

12:45 PM
Lunch

1:45 PM
Breakout Sessions

3:00 PM
Main Stage

5:30 PM
Conference Concludes

VIEW FULL AGENDA

REBECCA JARVIS

Chief Business, Technology & Economics Correspondent, **ABC News**

Join the award-winning journalist as she once again takes the helm of the CCW Las Vegas Main Stage.

An Emmy-award winner and Edward R. Murrow Award recipient, Jarvis is renowned for her compelling storytelling and vast experience reporting for ABC News. She'll guide us through critical issues that are top of mind for customer contact executives, including navigating digital disruption, leveraging technology in customer service, mastering hyper-personalization, addressing privacy and data security challenges, and leading your organization in a turbulent economy where cost-efficiency is not just a goal, but a necessity.

[VIEW FULL AGENDA](#)

HEADLINERS



Guy Fieri

Emmy Award-Winning Chef
and Restaurateur

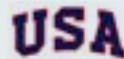


Guy Fieri, chef, restaurateur, and Emmy Award-winning television host, will explore how genuine human interactions shape every experience, whether serving deep-fried sticks of butter at a roadside diner or delivering a speedy resolution at a contact center.



Mike Eruzione

Team USA Hockey Captain
& Olympic Legend



Mike Eruzione captained an underdog Team USA hockey squad in a now-legendary showdown against the USSR. He brings his powerful story to Customer Contact Week Las Vegas, highlighting the enduring impact of optimism, relentless teamwork, and fearless leadership.



Frid Edmond

Senior Vice President
Customer Engagement Centers



Frid Edmond, a transformative leader at Marriott, shows how hospitality-driven principles can cultivate lasting loyalty, elevate service quality, and boost brand value in your customer contact strategy.

[VIEW THE FULL LIST OF SPEAKERS](#)

[VIEW](#)

HEADLINERS



Zach Kass

AI Futurist; Former Head of Go To Market for OpenAI



Zach Kass, a pioneering force at OpenAI, demonstrates how the transformational power of AI and data-driven insights can elevate your customer experience and future-proof your operation.



Manjit Minhas

CEO & Co-Founder



Manjit Minhas, one of Canada's top entrepreneurs and a Dragon's Den investor who built a global brewery empire, shares her entrepreneurial playbook to drive unstoppable growth and innovation in your organization.



Chad Foster

Technology Executive; Entrepreneur



Chad Foster, a Harvard-educated dealmaker who overcame blindness to generate billions, reveals how resilient leadership and high-stakes negotiation can redefine your customer contact strategy.



Geoff Burbridge

Managing Vice President
Customer Channels



Geoff Burbridge has led world-class customer contact organizations at financial giants. Learn how his forward-thinking leadership fosters agility, innovation, and resilience - no matter how customer demands evolve.

[VIEW THE FULL LIST OF SPEAKERS](#)

[VIEW](#)

SPEAKERS

An impressive lineup of speakers who are pioneers in the customer contact sector.

This diverse group includes seasoned executives from renowned global brands, leading-edge service providers, innovative startups, and influential industry thought leaders. These speakers bring a wealth of experience, offering valuable insights into the latest customer service trends, technologies, and strategies. Their expertise spans areas such as omnichannel communication, AI-driven customer experiences, workforce optimization, and digital transformation. By sharing real-world case studies and actionable advice, they help businesses elevate customer engagement and drive operational success.



**Gina Reilly
Coates**

Senior Director,
Care Operations



**Joseph
White**

Director Customer Service &
Corporate Resolutions



**Shirley
Quinn**

Director Global Sales
Operations



**Jay
Hollister**

Director Global
Customer Sales



[VIEW THE FULL LIST OF SPEAKERS](#)

[VIEW](#)

ACTIONABLE STRATEGIES

to See Real Results for Your Most Pressing Challenges



Customer Experience

Proven Strategies for Exceptional CX

Discover the interaction strategies and technologies proven to drive measurable improvements in satisfaction and loyalty.



AI and Automation

Innovating in the Era of Generative AI

Equip your teams to accelerate efficiency and reduce costs through smart implementation.



Self-Service & Support

Enhance Sales, Engagement, and Operational Efficiency

Optimize Omnichannel strategies to deliver seamless customer experiences across all touchpoints.



Workforce Optimization

The Intersection of Workforce & Tech

Effectively attract and retain top talent and implement robust training programs to boost agent productivity and engagement.

WORLD'S LARGEST CUSTOMER CONTACT EXPO HALL

Connect with 200+ industry-leading solution providers who are driving innovation and solving today's biggest challenges with cutting-edge technology, services, and support.

Explore live demos of game-changing products, discover new partnerships, and walk away with solutions that can immediately drive results in your organization. The largest Customer Contact Expo Hall in the world is where you will find the partners to take your customer contact initiatives into the future.

SOLUTION CATEGORIES



AI & Automation

From virtual assistants and sentiment analysis to RPA and chatbots designed to enhance both agent and customer experiences.

Communications

From omnichannel platforms to live chat, voice, and CCaaS, optimize every customer interaction with seamless and responsive engagement.

Insights & CX

Gain real-time insights with solutions that power VOC initiatives, customer journey mapping, and CX analytics, helping you make data-driven decisions to elevate customer experiences.

Services

From BPOs to recruitment, compliance, and consulting solutions, streamline your customer contact operations and enhance efficiency.

Workforce Enablement

Ensure your teams are equipped to excel with solutions that empower the workforce, from quality assurance and L&D to employee engagement strategies.

EXPLORE THE FULL LIST OF EXHIBITORS

EXPLORE

MONDAY, JUNE 9

Welcome Reception



6:00 PM - 9:00 PM

Brooklyn Bowl Las Vegas

Join us Monday evening to officially kick off Customer Contact Week Las Vegas 2025 in style. Enjoy music, fast lanes, dancing, or just catching up — we can't wait to see you and raise a glass to the start of another amazing week of insights and innovation. Remember to bring your conference badge for entry!

TUESDAY, JUNE 10

Awards After Party



9:30 PM - 11:30 PM

Party Venue TBD

Celebrating winners and finalists of the CCW Excellence Awards Gala, join us for the CCW Awards After Party for an unforgettable evening. Mingle with industry leaders, CCW Excellence Awards winners, and hundreds of the top contact center and CX leaders from around the world while enjoying a spectacular evening of entertainment and cocktails.

WEDNESDAY, JUNE 11

After Party



8:00 PM - 11:00 PM

Drai's Nightclub

This year, TransPerfect's After Party for CCW doesn't just raise the roof, it eliminates it! This year's party will be on the rooftop pool patio of Drai's Nightclub. Located on the top of the Cromwell (only half a block south of Harrah's on Las Vegas Boulevard), Drai's features a huge rooftop patio, two pools, a dance club, and unbelievable views of Las Vegas strip and the Fountains at the Bellagio! Think sundresses, shorts and flip flops!

Brought to you by: **TRANSPERFECT**
CONNECT

CCW EXCELLENCE AWARDS GALA

The industry's most exciting night of the year!

The CCW Excellence Awards recognize the most innovative companies and top-performing executives for their extraordinary contributions to the customer contact profession. The mission of the CCW Excellence Awards is to raise the bar for the contact center profession by identifying top practices, superior thinking, creativity, and execution across the full spectrum of contact center functions. After a particularly extraordinary couple of years, the 2025 Awards program celebrates stories of strength, endurance, perseverance, and operational continuity across the profession.

End User Categories

- Customer Contact Leader of the Year
- Customer Contact Agent of the Year
- Customer Contact Manager of the Year
- Best in Class Contact Center (1-99 Seats)
- Best in Class Contact Center (100+ Seats)

Vendor Categories

- Cloud-Based CX Solution of the Year
- BPO of the Year
- Workforce Innovation of the Year
- Disruptive Technology of the Year
- Automation Solution of the Year

End User & Vendor Categories

- CCWomen Hall of Fame
- CCWomen's Best Workplace for Gender Equity
- CMP Research: Best of the Best Employee Experience
- CMP Research: Best of the Best Self-Service Innovation

IMPORTANT DEADLINES

APPLICATIONS RELEASED:

January 2025

APPLICATION DEADLINE:

February 28, 2025

FINALISTS ANNOUNCED:

Late April 2025

WINNERS ANNOUNCED:

Tuesday, June 10, 2025

[VIEW FINALISTS](#)

[GET TICKETS](#)

[TICKETS](#)



CCWomen Summit

CCWomen is a community created BY women, FOR women and allies.

Our purpose is to support, celebrate, and connect women and allies.

Our mission is to revolutionize the customer contact industry through community, one woman at a time.

We're here to build a stage for you to stand on.

Join us as the industry's most influential female executives lead a day of networking, learning, and growing within our community.

Powered by:  **CUSTOMER CONTACT**
Women



Interactive Workshops

Insights from CMP's expert analysts on what's next in customer contact.

Experience comprehensive, cutting-edge content on the most pressing topics in customer contact—each featuring an analyst-led briefing, critical analysis of real-world case studies, and an interactive activity that takes each topic from theory to practice within the context of your own business.

Powered by:  **CUSTOMER CONTACT WEEK**
DIGITAL



Customer Contact Leadership Institute

An intensive experience specifically for high potential Managers and Leaders

Customer Contact Leadership Institute, powered by CMP Research, has cracked the code on the competencies required to engage and lead teams in today's remote and hybrid environments without sacrificing customer and efficiency outcomes. The curriculum combines academic grounding with real world application to enhance and enrich the work of the contact center executive in their leadership role in their company.

The perfect bonus prep session for CMP Certified candidates.

Powered by:  **CUSTOMER MANAGEMENT PRACTICE** **RESEARCH**

REGISTER FOR A SUMMIT [REGISTER](#)

WHY CCWOMEN?

A Powerful Community Of Changemakers

CCWomen is a dynamic community platform where industry leaders and passionate changemakers come together to build long-lasting, impactful connections. By joining CCWomen, your organization aligns with core values that drive gender equity, women's empowerment, and meaningful change—values that also translate into stronger business outcomes.

Advancing Corporate And Social Responsibility

Organizations that participate in CCWomen align themselves with core values that promote gender equity, women's empowerment, and collective change. By uplifting female employees, businesses invest in their own growth and performance. A rising tide lifts all boats.

Exclusive Networking With Industry Leaders

Whether thought leadership, online visibility, or corporate membership packages, we provide numerous ways to engage with our audience and build meaningful rapport with top customer contact and business leaders.

MEMBERSHIP

LEARN MORE



CCWomen Magazine

Stronger Together: Empowering Women in Business is our first CCWomen magazine that features several articles and interviews from notable business leaders. Our purpose is to spotlight their diverse stories about navigating an ever-changing corporate world strategically, empathetically, and collectively.

READ NOW

CMP Certified™ (CMPC) is an exam-based certification program affiliated with CCW and exclusively for customer contact leaders and agents.

GET CMP CERTIFIED™ (CMPC)



Learn key concepts, strategies, and techniques around the seven leadership competencies.



Access to continuous learning and professional development opportunities.



Gain practical skills and real-world application.



Join a community of career-minded professionals, like you.

Leaders excelling at CMP competencies are 2.5x more likely to be able to retain direct reports.

[DOWNLOAD THE PROGRAM OVERVIEW](#)

CMPC COMMUNITY

When you join the CMPC community, you'll get access to exclusive networking opportunities, job boards and continuous learning resources. Join career-minded customer contact professionals like:



“

I really wanted to add this to my resume because I'm growing a customer care team from the ground up... with the coaching calls and reading material provided, this was an opportunity to grow into a leader and use new processes to achieve outcomes based on the seven leadership competencies.

- Erin Martin, *Guest Response Specialist*, **Chicken Salad Chick**



[CANDIDATE SUCCESS STORIES](#)

CMP Research is the research and advisory division of Customer Management Practice, the company that hosts CCW. We arm customer contact and CX executives with unlimited advisory support, diagnostics tools, independent quantitative and qualitative research, data-driven analysis, and executive networking.

JOIN CMP RESEARCH AT CCW

Invite-Only Research Circles

Director+ end user executives can request an invite to the CMP Research Circles on AI for Customer and Employee Experience at CCW Las Vegas by emailing info@cmpresearch.com.

The interactive discussion offers opportunities to network with peers, analyze evolving technology roadmaps, and use data to inform business cases.

MAIN STAGE

Join CMP Research Co-Founder and Managing Director, Nicole Kyle, as she unveils a new technology category within the CMP Research Prism framework, highlighting how solution providers are evaluated through the lens of analysts, users, and the marketplace.

Technology Categories for Evaluation:

Real-Time Agent Assist & Co-pilot

[VIEW RESULTS](#)

Customer Analytics

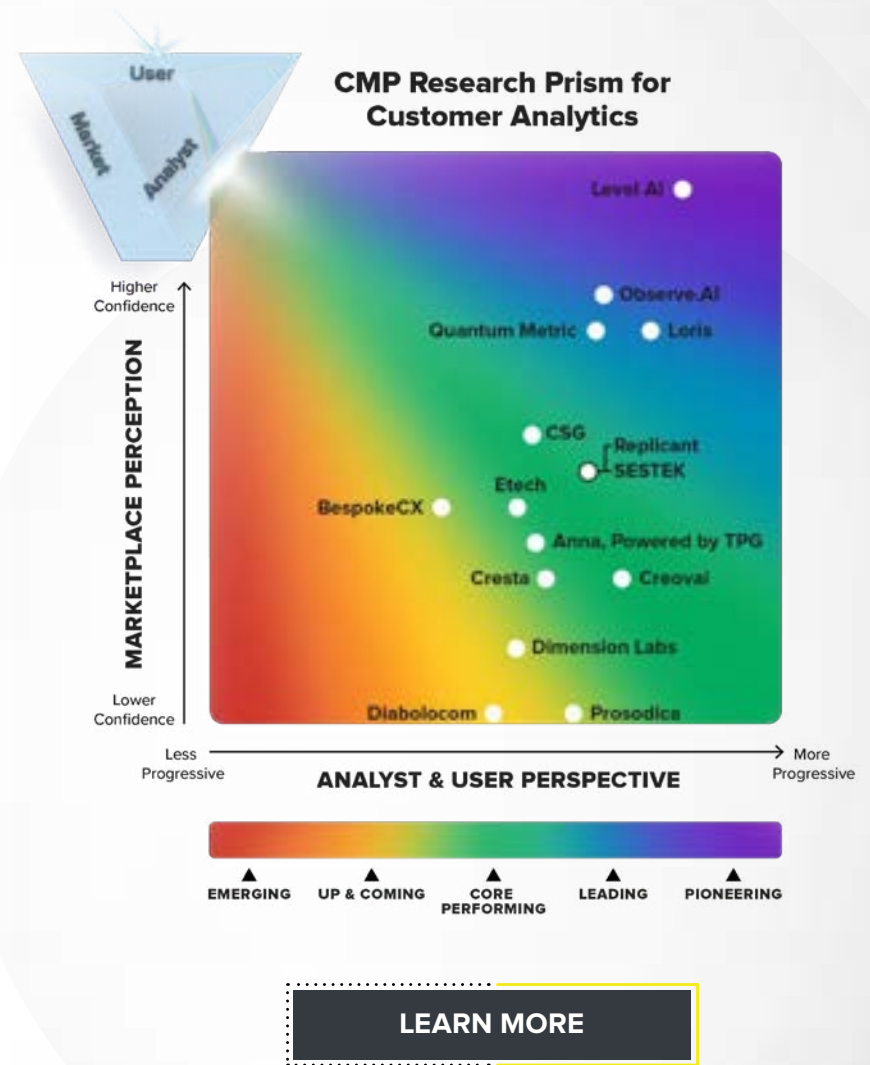
[VIEW RESULTS](#)

Customer Self Service Tools: Automated Chat/
Virtual Agent and Conversational IVR

Coming in March

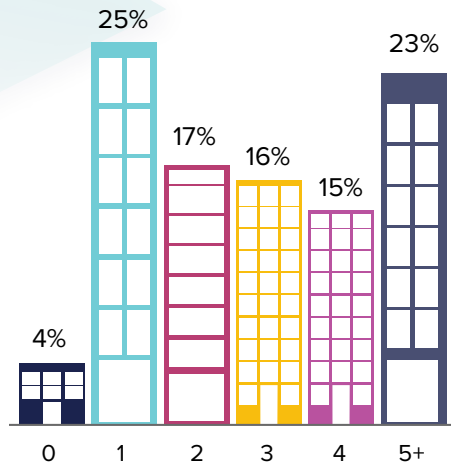
Quality Assurance & Quality Management

Coming in April

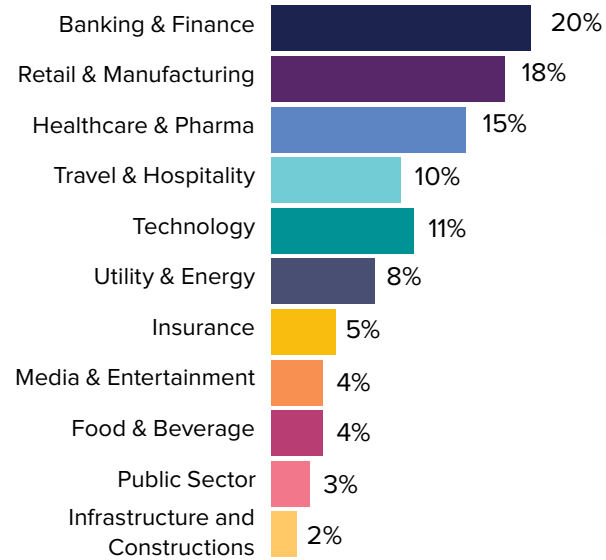


CCW ATTENDEE STATISTICS

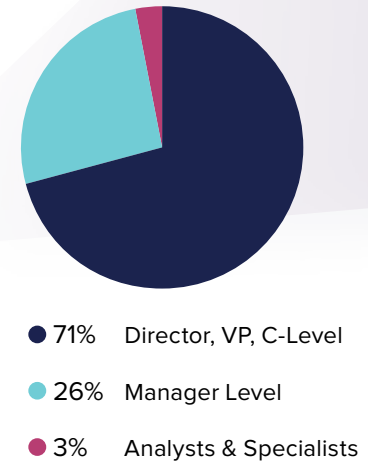
NUMBER OF CONTACT CENTER SITES



INDUSTRY



ATTENDEE SENIORITY



CCW PREMIUM SPONSORS



CCW PRICING & REGISTRATION

Register now and book at the lowest rate available. Check out our 2025 registration options below. For any questions about custom pricing to attend CCW Las Vegas, please contact us and we'll be in touch.

 REGISTER BY EMAIL

 REGISTER ONLINE

End User Pass

~~\$2,999~~ **\$1,899**

Early Bird Deal: Save **\$1,100** through 5/30/2025

Pass Includes:

- Access to All Conference Days - 6/10, 6/11, 6/12
- CCW Welcome Party (6/9)
- CCWomen Summit (6/10)
- Interactive Workshops (6/10)
- Customer Contact Leadership Institute (6/10)
- Main Stage
- Expo Hall
- Think Tank Discussions
- Case Study Sessions
- Networking Opportunities
- Breakfast & Lunch Daily
- Mobile App
- Speaker Meet & Greets & Book Signings

GET YOUR PASS

Vendor Pass

\$5,499

Pass Includes:

- Access to All Conference Days - 6/10, 6/11, 6/12*
- CCW Welcome Party (6/9)
- CCWomen Summit (6/10)
- Customer Contact Leadership Institute (6/10)
- Main Stage
- Expo Hall
- Think Tank Discussions
- Case Study Sessions
- Networking Opportunities
- Breakfast & Lunch Daily
- Mobile App
- Speaker Meet & Greets & Book Signings

**Does not include access to sponsored workshop sessions on 6/10*

REGISTER



Venue

Caesars Forum

3911 Koval Ln, Las Vegas, NV 89109

Caesars Forum (not to be confused with other Caesars Entertainment properties) is located behind The LINQ Promenade and adjacent to the Las Vegas High Roller.

Hotels

We have secured room blocks at Caesars Palace, Harrahs, and The LINQ with preferential rates for your convenience. Special rates for attendees are based on availability. All rooms must be booked by Thursday, May 8, 2025.

BOOK NOW

VIEW TERMS & CONDITIONS

CCW ADDITIONAL RESOURCES



2024 Attendee Profile Report

This report gives a detailed analysis of the CCW Las Vegas attendees including their investment priorities to help your business development efforts.

[VIEW](#)



Past Attendee Snapshot

Last year, we welcomed professionals from dozens of industries—from companies like Chewy, Google, Walmart, GrubHub, Marriott, SHRM, and many more—all in one place to discuss the hottest topics in customer contact and CX.

[VIEW](#)



Benchmarking Reports

Creating a frictionless customer experience, increasing adoption of self-service, and integrating generative AI technologies are the most urgent priorities for customer contact leaders in 2025 – the most important and most difficult for leaders to achieve.

[VIEW](#)



Current Attendee Snapshot

Check out who's already confirmed to attend Customer Contact Week Las Vegas 2025. We are bringing together professionals from dozens of industries all in one place to discuss the hottest topics in customer contact and CX.

[VIEW](#)



CCW ROI Toolkit

This ROI Toolkit has been built for you to provide tangible value to your attendance, set goals, and clearly define objectives that align with your company's priorities to make the most out of your time at CCW Las Vegas!

[VIEW](#)



2024 Las Vegas Post Show Report

CCW Las Vegas 2024 set new records, hosting an extraordinary 4,000 attendees and a commanding roster of over 350 speakers. Learn more in the full report.

[VIEW](#)



CMP Research Prism Whitepaper

CMP Research evaluated 15 solution providers that offer customer analytics tools for customer contact, CX and sales functions.

[VIEW](#)



Vendor Solutions Snapshot

Check out 200+ industry-leading providers you will meet onsite who are driving innovation and solving today's biggest challenges, organized into top solution categories.

[VIEW](#)



Speakers + Program



Nathan Nickens
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Customer Management Practice
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Marketing



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CCW Marketing Director
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Sales



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