



SEMINAR SERIES

ChatGPT: Optimizing Language Models for Dialogue

MAY 2024 SEMINAR SERIES:
STATE OF GENERATIVE AI

Attendee Snapshot

ATTENDEE JOB TITLES

- Account Executive
- Assoc Director Digital Contact
- Associate Di
- Associate Product & Strategy Director
- Asst Dir CRM
- AVP
- AVP - Solutions
- AVP Customer Service
- AVP Member Engagement Optimization
- AVP Retail and Lending Exp
- AVP Solutions
- AVP, Client Partner
- CCCO
- CDO
- CEO
- CEO / LC RENEWABLE ENERGY SOLUTIONS
- CEO & Administrator
- CEO & Founder
- CEO and Founder
- CEO, The Cayman Islands and Asia Pacific Region
- CEO/Consultant
- CFO
- CGO
- Chairman/CEO
- Chairperson
- Chief Customer Officer
- Chief Executive Officer
- Chief Experience Officer
- Chief Imaginator
- Chief Marketing Officer
- Chief Operating Officer
- Chief Strategy Officer
- CIO
- CMO
- Co-founder
- Co-Founder & CEO
- Commercial Director
- Contact Center Director
- COO
- CRO
- CSO
- CTO
- Customer Experience Director
- CX Director
- Director
- Director - GenAI for CX
- Director - Patient Services
- Director Application Support
- Director Call Center
- Director Customer Care
- Director Customer Service
- Director DX Transformation
- Director Marketing
- Director Member Experience
- Director of Business Solutions
- Director of Contact Center
- Director of Customer Experience
- Director of Customer Experience/Enterprise
- Director of Customer Service
- Director of CX
- Director of Eligibility
- Director of Experience Design
- Director of Global Customer Service
- Director of Guest Experience
- Director of Marketing
- Director of Member Experience
- Director of msc
- Director Of Operations
- Director of Operations and Account Management
- Director of Partner Engagement
- Director of Patient Access
- Director of Sales
- Director of Strategy and Communication
- Director of Support Strategy & Ops
- Director People Services and HRIS
- Director Quality Assurance Team
- DIRECTOR SALES - ASIA PACIFIC
- Director Soluciones Internas
- Director- Demand Generation - Americas
- Director, Contact Center Services
- Director, Customer Care
- Director, Customer Experience
- Director, Customer Service, Pool
- Director, Market Intelligence
- Director, Member Advocacy Center
- Director, Member Services
- Director, Mktg Svcs
- Director, Service
- Director, Strategy & Brand Development
- Director, Support Services

ATTENDEE JOB TITLES

- Director, Systems Operations & Data
- Director, WFM
- Executive Director
- Executive Director, Operations & Technology Strategy | CVS Specialty
- Founder & COO
- Founder and CEO
- Founder, President & CEO
- General Manager Service Solutions
- Group Director
- Head Customer Care
- Head customer experience
- Head Customer Operations US&Canada
- Head of APAC Customer Care
- Head of Business Development and Customer Success
- Head of Complaints and Lawsuits
- Head of Customer Care and Digital
- Head of Customer Experience
- Head of Customer Relationship Management
- Head of CX
- Head of Demand Generation
- Head of Department
- Head of Digital and Business Transformation
- Head of Digital Products
- Head of Digital Transformation
- Head of Emerging Technologies
- Head of Global Business Development
- Head of Global Sales
- Head of Product
- head of strategy
- IT Director
- President
- Senior Director
- Senior Director Customer Care
- senior director customer success
- Senior Director Of Operations
- Senior Director, Consumer Service Operations and Transformation
- Senior Director, P&C Operations
- Senior Enablement Director
- Solutions Director
- Sr director solution engineering
- Sr Director Voice Contact Center Systems and Collaboration
- Sr Director, NA CX
- Sr Manager, Customer Success
- Sr. Director - Product - Contact Center
- Sr. Director Customer Success & Experience
- Sr. Director of IT Service Delivery
- Sr. Director Revenue Cycle
- Sr. Director, eBusiness and Customer Service
- Sr. Director, Guest & Employee Experience
- Sr. Enterprise Sales Director
- SVP Customer Growth
- SVP of Customer Experience
- SVP, Customer Care Operations
- SVP, Customer Success
- SVP, Marketing
- SVP, Strategic Solutions & Marketing
- Vice President of Customer Success
- Vice President Of Marketing/innovation
- Vice President of Revenue Growth
- Vice President of Revenue Operations
- Vice President Product Marketing
- Vice President, Client Management Centre
- Vice President, Customer Solutions
- Vice President, Growth
- VP
- VPMember Services
- VP - Total Experience Solutions and Services
- VP Client Solutions
- VP Consumer Experience
- VP Contact Center
- VP Contact Centers
- VP Customer
- VP Customer Experience & Sustainability
- VP Customer Support
- VP HR
- VP of Client Engagement
- VP of Customer Success
- VP of CX and Call Center Operations
- VP of CX and Data
- Vp of Engineering
- VP of Marketing
- VP Retail Banking Sales & Service, Contact Center
- VP Strategic Initiatives
- VP Success
- VP,Individual Student Enrollment
- VP, Contact Center Ops
- VP, Contact Center Strategic Initiatives
- VP, Corporate Development
- Vp, Customer Service
- VP, Growth
- VP, Marketing

ATTENDEE COMPANIES/ORGANIZATIONS

AAA	GEICO	Microsoft
Air Canada	Grubhub	Motorola Solutions
Amazon	Hilton	Nokia
Amazon.com, Inc.	HP	Nordstrom
American Red Cross	HubSpot	Panasonic
Aramark	Hyatt Hotels Corporation	Paypal
AT&T	Hyundai	Rite Aid
Bayer	IBM	Taco Bell
Chipotle Mexican Grill	IGT	Uber
Citigroup	J&J	Universal Orlando Resort
DraftKings	Kroger	Verizon
ebay	Leap Frog	Visa
Embassy Suites by	LinkedIn	Walmart
Hilton Aruba Resort	Marshalls	Warner Bros. Discovery
Financial Times	Metro by T-Mobile	Wells Fargo
Gant Travel		Wyndham Hotels and Resorts

amazon **Uber** **VISA**



UPCOMING OPPORTUNITIES

MARKET STUDIES

AI-Powered Contact Center

July 16th

Modernizing Service Experiences With AI & Digital

August 6th

Next-Generation Omnichannel CX

September 24th

Future of the Contact Center

November 12th

SEMINAR SERIES

CX Trends, Challenges & Opportunities

July 16th

Technology vs. Humanity In The Contact Center

August 13th

Modernizing Service Experiences With The AI-Powered Contact Center

September 10th

Customer Trust & Data in the Digital Age

October 15th

Knowledge Management & Agent Assist

November 12th

Future of the Contact Center

December 10th

Attendee Snapshot

Upcoming Opportunities	Job Titles																							
<p>MARKET STUDIES</p> <p>CCW Las Vegas Presents: <i>Customer Contact Industry Review</i> April 3rd</p> <p>Chatbots & Generative AI for Customer Contact May 26</p> <p>CX Trends, Challenges & Opportunities June 1st</p> <p>CCW Nashville Presents: <i>Modernizing Service Experiences With AI & Digital</i> August 1st</p> <p>Contact Center of 2030 September 25th</p> <p>Future of the Contact Center November 14th</p>	<p>AVP</p> <p>CEO/CMO/COO/CTO</p> <p>Director, Customer Care</p> <p>EVP</p> <p>Executive Director</p> <p>Founder</p> <p>Head of Customer Success</p> <p>Head of Digital Services</p> <p>President</p> <p>SVP, Customer Operations</p> <p>VP</p> <p>VP of Customer Care</p> <p><i>...and more!</i></p>																							
<p>-----</p> <p>ONLINE EVENTS</p> <p>CCW Las Vegas Presents: <i>Customer Contact Industry Review</i> May 9-10</p> <p>Chatbots & Generative AI for Customer Contact June 6-8</p> <p>CX Trends, Challenges & Opportunities July 25-27</p> <p>CCW Nashville Presents: <i>Modernizing Service Experiences With AI & Digital</i> September 12-14</p> <p>Contact Center of 2030 October 24-26</p> <p>Future of the Contact Center December 12-14</p>	<p>Companies</p> <table border="0"> <tr> <td>Adobe</td> <td>Lowes</td> </tr> <tr> <td>Allstate</td> <td>Marriott</td> </tr> <tr> <td>American Airlines</td> <td>Mary Kay Inc.</td> </tr> <tr> <td>American Eagle Outfitters</td> <td>Mastercard</td> </tr> <tr> <td>Citi</td> <td>Microsoft</td> </tr> <tr> <td>Etsy</td> <td>Nordstrom</td> </tr> <tr> <td>GE Healthcare</td> <td>Panera Bread</td> </tr> <tr> <td>iHeart Media</td> <td>Pizza Hut</td> </tr> <tr> <td>Johnson & Johnson</td> <td>T-Mobile</td> </tr> <tr> <td>Kohls</td> <td>Verizon</td> </tr> <tr> <td>Lee Company</td> <td>Visa</td> </tr> </table> <p><i>...and more!</i></p>		Adobe	Lowes	Allstate	Marriott	American Airlines	Mary Kay Inc.	American Eagle Outfitters	Mastercard	Citi	Microsoft	Etsy	Nordstrom	GE Healthcare	Panera Bread	iHeart Media	Pizza Hut	Johnson & Johnson	T-Mobile	Kohls	Verizon	Lee Company	Visa
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Lee Company	Visa																							

ATTENDEE COMPANIES/ORGANIZATIONS

Le Groupe Amiel	PCA Advisors Ltd	Solvvy
Lee Company	PDI Software	Success Redefined
LifeStance Health	Phoenix Services, LLC	Sutherland Global
LivePerson	Pizza Hut	symtrain
M&T Bank	Playvox	TechStyle Fashion Group
Machias Savings Bank	PMI	TelNet
Marine credit union	ProColombia	T-Mobile
Maxorplus	PSECU	The Call Gurus
Mayo Clinic	PSG	The College Board
McKesson	PSG Global Solutions	The Connected Hive
McLane Foodservice	Rapid Phone Center	The Magnuson Group
Mercury Insurance	Red Roof	TokBox
Mindful	Renewal by Andersen	Tompkins Financial Corporation
Moffitt Cancer Center	Ritual	TRINITYRAIL
MVision BPO Call Center	Rivalry.com	TrueCar
National MS Society	Rogers Communications inc	UNI Partners Inc
Neilsoft	Rooter Hero Plumbing	Unitus Community Credit Union
Nutrisystem	SaaS Labs	University of Wisconsin E-Business
NYU	ScaleCapacity Inc	Consortium
Opia	Sero	US Bank
Oppenheimer & Co.	SKIMS	VMS Biomarketing
Oxilio Inc	skux.io	Wheelhouse
Panera Bread	SLJP BUSINESS CONSULTANTS	Winston Benefits
Pathlight	SmileDirectClub	World Cinema
		XSELL

SAMSUNG



verizon^v

VISA

