

Impact 2025! Delivering Next Gen Customer Centric Care

October 15 - 18, 2017 | Hyatt Huntington Beach Resort & Spa | Huntington Beach, CA



13th Annual

C u s t o m e r C o n t a c t W e s t : A F R O S T & S U L L I V A N E X E C U T I V E M I N D X C H A N G E

Part of our 2017 International Customer Contact Executive MindXchange Series

WHY YOU MUST ATTEND

- NEW DIGITAL TECHNOLOGIES ARE EMERGING** - It's happening at an unprecedented rate, and they are presenting numerous opportunities to transform customer experiences. Understanding every aspect of this changing landscape and the impact on your business and customers will be key to your success in a new digital age.
- TODAY'S CONSUMER HAS COMPLEX COMMUNICATION NEEDS** - Their customer experience is of paramount importance to your organization's market leadership. Customer experience transformation opportunities abound. Find out where to look for them and get ready to propel the enterprise to the next level of customer engagement.
- AUTOMATION IS ACCELERATING** - Keep pace with the advancements, know when to hit the trigger, and get ready for the disrupters like artificial intelligence and others still to come.
- THERE IS A PEOPLE REVOLUTION** - Expect your future workforce to be radically different. Today's employees have changed the game with regard to what attracts them to a company, what motivates their peak performance, and what makes them stay and grow with you. Come up with the right game plan to ensure you have the talent in place that will propel your customer experience to the next level.
- YOU STILL HAVE TO BE "ALL THAT"** - Amidst all the disruption, the innovation, and consumer upheaval comes the unabated demand for you and your team to be operationally efficient and effective. Plan for the "must have" people, process, and technology you need in order to be the leader your C-Suite expects.

AN INTERACTIVE EXPERIENCE LIKE NO OTHER...

COLLABORATE, COLLABORATE, COLLABORATE: Engage in strategic conversations with customer care and experience executives, guaranteed to generate new ideas!

RELAX, HAVE FUN AND MAKE NEW FRIENDS: Keep your contact list building and engines at high rev, while enjoying over a dozen unique networking events!

CELEBRATE CUSTOMER SERVICE EXCELLENCE: Meet the Movers & Shakers being honored at our 2017 Customer Service Excellence Recognition Program, and benefit from their combined experiences and expertise.

FIND SOLUTIONS FAST: Be sure to sign up for a Frost & Sullivan Exclusive: Solutions Wheel! Collaborate speed date style with leading solution providers and discover who will help you address your business challenges - without a hard sales pitch.

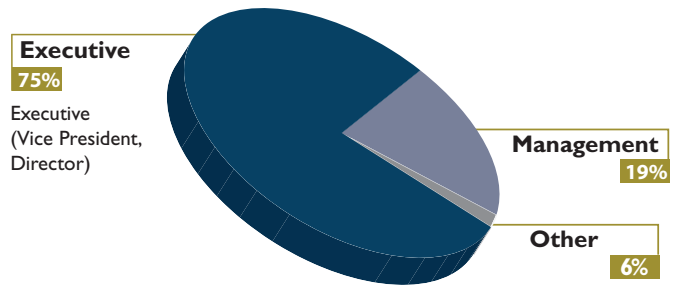
LOCATION, LOCATION, LOCATION



HYATT HUNTINGTON BEACH RESORT & SPA

Relax and rejuvenate your thinking in this magnificent oasis overlooking the Pacific Ocean. From surfing adventures to sipping cocktails at the lagoon-style pool, it's a perfect mix of business and pleasure.

EXECUTIVE PROFILE / WHO WILL PARTICIPATE



- Join our growing community of customer contact, customer experience, and operations executives seeking and sharing new ideas and creative approaches to common challenges. Network with Vice Presidents, Directors and Senior Managers of:

- Call Centers
- Contact Centers
- Customer Analytics
- Customer Care
- Customer Contact
- Customer Experience
- Customer Satisfaction and Loyalty
- Customer Service
- Customer Strategy
- Customer Support
- Operations
- Quality Assurance
- Sales & Marketing

**please note this profile is based on past Executive MindXchange events.*

13TH ANNUAL CUSTOMER CONTACT WEST EXECUTIVE MINDXCHANGE ADVISORY BOARD

An Event Shaped by a Community of Your Peers!

Frost & Sullivan extends its appreciation to the following Advisory Board Members for their expertise and valuable support in ensuring the agenda delivers relevant and valuable content.

Scott Horace
Senior Vice President, Global Contact Center Management
MasterCard

April Sealy
Vice President, Operations
Elevate

Stephen Loynd
Global Program Director Digital Transformation Practice
Frost & Sullivan

Minh Tran
Director, Clinical Call Center Operations
HealthHelp

Scott Owen
Director, Customer Services & Support
AllClearID

Wendy Welser
Director, Customer Service
Veolia North America

MORE CONTENT THAN ONE PERSON CAN HANDLE

91% of surveyed participants recommend sending 2 or more team members based on the amount of networking opportunities and range of content being delivered.

SCHEDULE-AT-A-GLANCE

Schedule-at-a-glance is preliminary and will be updated as information becomes available.

CHOOSE BETWEEN FIVE DIFFERENT COLLABORATION ZONES:

Customize your agenda! Stay the course with one zone or bounce around to others. All collaboration zones are Power-Point Free, participant-driven discussions featuring creative thinking and idea generation.

- Zone 1. Embracing Digital Customer Interaction | Zone 2. Enabling Enhanced Customer Care with AI | Zone 3. Achieving Simple Yet Deep Customer Engagement
 Zone 4. Developing the Millennial Workforce | Zone 5. Curating Economical Customer Experience Excellence

SATURDAY, OCTOBER 14, 2017 | ARRIVAL DAY

7:00pm Suggested Arrival Time
Arrive Saturday to participate in Sunday's Networking Activities.

SUNDAY, OCTOBER 15, 2017 | NETWORKING DAY

Bring plenty of business cards, relax, meet-and-greet during this fun-filled day devoted to making new contacts and new friends.

- 7:00am Networking Golf Scramble**
- 10:00am Sip & Sail**
- 3:15pm Sponsor Workshop**
- 4:45pm Sponsor Registration & Orientation Reception**
- 6:00pm Speaker & Thought Leader Orientation**
- 6:45pm Participant Meet 'n' Greet**
 This end-user/practitioner networking activity is your opportunity to identify – right out of the gate – those peers who share challenges similar to your own. It's a great way to find participants who have thought leadership you can benefit from and to facilitate later dialogues throughout the event.
- 7:30pm Seaside Soiree Kickoff Reception**

MONDAY, OCTOBER 16, 2017 | GENERAL SESSION AND EXHIBITION

- 7:30am Registration, Continental Breakfast, and Exhibition**
- 8:15am WELCOME and KEYNOTE** – Driving the Organization's Strategy via Actionable Voice of the Customer
- 9:20am SUCCESS STORY** – Delivering True Business Value...and Results!
- 9:50am Networking, Refreshment, and Exhibition Break**
- 10:20am CONCURRENT COLLABORATION ZONES - CASE HISTORIES**
*Case Histories explore a specific use case and include informal conversations that draw upon the experience and expertise of the featured executive and participants. Choose **one** of the following zones:*

Zone 1. Bonding with Your Customer: Making Emotional Connections in a Digital Age	Zone 2. Bots and Brains: The Evolution of Digital Messaging	Zone 3. Make it Easy: Facilitating Customer Channel Preferences
Zone 4. Innovative Ways to Recruit and Retain Millennial Employees	Zone 5. Integrating Sourcing, Shoring, and Digital Alternatives to Balance Cost and Quality in Your Omni Channel Strategy	

- 11:15am Session to Session Travel Time**
- 11:20am CONCURRENT SESSIONS –**
*Choose **one** of the following concurrent sessions:*
INTERACTIVE – Solutions Wheel –
 Play the “wheel” to find out which of the industry's products and services will help you solve your challenges. It is a series of rapid fire, one-on-one meetings with leading sponsors – both intense and fulfilling.
 (OR)

FROST & SULLIVAN VISIONARY INSIGHT – Exponential Change: How Analytics Will Upend the Provision of Care...and What You Should be Doing About it Now	– FOLLOWED BY –	PARTICIPANT MEET-UPS Keep your networking engines revving! Participants will gather by industry, business model, and contact center size for hosted conversation on shared dynamics.
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- 12:35pm Food For Thought – Networking Roundtables Hosted by Industry Leaders**
Practitioners and solution providers host a menu of luncheon discussions on pertinent industry issues. Dine and dish with industry experts. The list of discussion topics will be available on-site.
- 1:40pm Session to Session Travel Time**
- 1:45pm CONCURRENT COLLABORATION ZONES - ROUNDTABLES**
*Roundtable sessions capture the power of all participants' voices, insights and experiences via group discussion and exploration of the issue at hand. Choose **one** of the following zones:*

Zone 1. Attain Real Business Value and Fast ROI across All Your Digital Channels	Zone 2. Leveraging Advanced Predictive Analytics	Zone 3. Customer Engagement 2.0: This Time It's Personal! Practical Steps to Help Your Team Build Connection
Zone 4. Tech Refresh: Digital Tools to Engage the Millennial Employee	Zone 5. Optimizing Outsourcing: Selecting and Managing Your Outsource Providers	

- 3:10pm Networking, Refreshment, and Exhibition Break**

SCHEDULE-AT-A-GLANCE

MONDAY, OCTOBER 16, 2017 | GENERAL SESSION AND EXHIBITION

3:40pm CONCURRENT SESSIONS –

Choose **one** of the following concurrent sessions:

INTERACTIVE – Solutions Wheel –

Play the “wheel” to find out which of the industry’s products and services will help you solve your challenges. It is a series of rapid fire, one-on-one meetings with leading sponsors – both intense and fulfilling.

(OR)

THE FIX –

Crowdsourcing Tactical Solutions to Our Most Vexing Challenges

4:55pm Session to Session Travel Time

5:00pm TRANSFORMATIONAL STORY – Modernizing Contact Center Operations

5:30pm Four Truths and a Lie Networking Reception

TUESDAY, OCTOBER 17, 2017 | GENERAL SESSION AND EXHIBITION

6:15am Early Risers Run/Walk

8:00am Continental Breakfast and Exhibition

8:45am ICE BREAKER AND COACHING SESSION – Be a Better Leader: Keep People Focused, Energized, Productive and Profitable

9:45am Frost & Sullivan Customer Contact Executive MindXchange Advisory Board and Member Recognition

9:50am ASK THE EXPERTS! PANEL DISCUSSION – Augmenting Intelligent Customer Care: The Advent of Chatbots, Virtual Assistants, and Machine Learning

10:40am Briefing Sessions, Networking, Refreshments, and Exhibition Break

11:20am CONCURRENT COLLABORATION ZONES - PEER COUNCILS

Peer Council sessions are participant-driven discussions focusing on your key challenges and concerns.

Choose **one** of the following zones:

Zone 1. Engineering a Culture of **Security Consciousness** in Customer Service

Zone 2. Strategic Thinkers Only: A Forum for Seasoned Customer Contact Executives

Zone 3. Up in the Cloud: Selecting the Right Partner to Take You There

Zone 4. Contact Center **Optimization on a Shoestring**

Zone 5. B2B Nuances in Customer Care

12:10pm Food For Thought – Networking Roundtables Hosted by Industry Leaders

Practitioners and solution providers host a menu of luncheon discussions on pertinent industry issues. Dine and dish with industry experts. The list of discussion topics will be available on-site.

1:25pm Session to Session Travel Time

1:30pm CONCURRENT COLLABORATION ZONES - THINKTANKS

ThinkTank sessions employ interactive team exercises in a “roll up your sleeves” learning environment.

Choose **one** of the following zones:

Zone 1. Unstructured Data - Understanding the **Digital "Voice" of the Customer**

Zone 2. Past Present Future: Investing in a More **Effortless Experience in the Voice** Channel

Zone 3. Current Perspectives on **Customer Effort:** New Research Finding That Might Surprise You...and What You Can do About It

Zone 4. Nurturing **Next Gen Leadership**

3:00pm Briefing Sessions, Networking, Refreshments, and Exhibition Break

3:40pm CONCURRENT PROVEN TACTICS SESSIONS –

Choose **one** of the following concurrent sessions:

Achieving Brand Recognition and Trust

(OR)

Mentor the Mentors: Bringing Out the Best in Your Managers and Supervisors

4:25pm Session to Session Travel Time

4:30pm CONCURRENT COLLABORATION ZONES - BEST PRACTICES

Best Practice sessions examine a real world use case, dissect the best practices employed, and explore how to apply them to your own initiative and company.

Choose **one** of the following zones:

Zone 1. Actionable Insights: Meeting Customer Need in a Digital World

Zone 2. Intelligent Agents: **Building Competencies During Digital** Transformation

Zone 3. Can You See Me Now? How Companies Can **Leverage Video** to Deepen Customer Engagement and Improve Service Quality

5:30pm Concurrent Collaboration Zones Conclude

6:00pm 13th Annual Customer Contact WILD WEST OLYMPICS & Cookout

SCHEDULE-AT-A-GLANCE

WEDNESDAY, OCTOBER 18, 2017 | CUSTOMER SERVICE EXCELLENCE RECOGNITION BREAKFAST BASH AND EXHIBITION

- 6:45am Yoga by the Pacific
- 8:30am Breakfast Reception and Exhibition
- 9:00am CUSTOMER SERVICE EXCELLENCE RECOGNITION CEREMONY
- 9:45am KEYNOTE – Delivering Great Customer Care on a Global Scale
- 10:30am Networking, Refreshment, and Exhibition Break
- 11:00am MOVERS AND SHAKERS
Join us as the winners of the 2017 Customer Service Excellence Recognition Program are unveiled and their success stories are brought to life in a series of live interviews.
- 11:45am INSIGHTS AND IDEA ROUNDUP – Implementing the Best, Brightest and Boldest Ideas from the Program
- 12:00pm CAPSTONE KEYNOTE
- 12:30pm CONTENT FOR THE 13TH ANNUAL CUSTOMER CONTACT WEST CONCLUDES



Customer Engagement Leadership Council
FROST & SULLIVAN

ANNUAL MEETING *Please note this program is for Customer Engagement Leadership Council Members Only.
Members of the Council discuss and debate the challenges and opportunities that they face, and agree upon which of these Critical Issues will be put forth to the membership at large for a vote on the most relevant areas of interest. The top Critical Issues then serve as the foundation for the content of both the Council's live events, virtual events, and curated thought leadership throughout 2018. Lunch will be served.

- 1:00pm Annual Meeting Kickoff
- 3:30pm CUSTOMER ENGAGEMENT LEADERSHIP COUNCIL EXECUTIVE ROUNDTABLE
- 5:00pm Customer Engagement Leadership Council Dinner

“This was the **best** conference to exchange information that I have attended in years.” – First Vice President, Director of Customer Contact Center, FIRST MARKET BANK | “Thought-provoking.” – Senior Vice President of Operations, APRIA HEALTHCARE | “Great interactions with leaders in the CX field as their primary responsibility. Walking away with things to think about, things to do and things to put on the **road map for future strategy work.**” – Vice President, Customer Service, U.S.CELLULAR CORPORATION | “Very informative, so much to take in and great networking. So much information and **great topics.**” – Manager, Customer Service & Social Media, eBAY | “**Great keynote speakers**, loved the networking and breakouts.” – Director, Customer Contact & Billing, PSEG LONG ISLAND | “Robust!” – First Vice President, Director of Customer Contact Center, BIG LOTS | “I have been to several Frost & Sullivan events and I ALWAYS come back to work **energized with many different ideas to try** to better my contact Customer Care, | “High value, focused, **co-creation** business.” – CX Innovator, | “...The networking opportunities allow me the chance to interact with my peers, share common issues and solutions and **broaden my contact group.** In the past, I have turned to this group for solutions to issues and they have responded positively, and I would not hesitate to do the same for someone else.” – Manager, Customer Service Operations, EMPIRE TODAY | “Good exposure to **real world solutions.**” – Vice President, Contact Center Services, MAXIMUS INC. | “As leaders - good ones- it is important for us to seek others for common practices & share **new ideas** to keep the industry alive!” – Director, Customer Care, ALLEGIANT AIR | “I love the networking at Frost & Sullivan. The ability to network and make **genuine connections brings value** in that I feel confident I could reach out to anyone that I met to talk about a topic after the conference and would reciprocate for anyone that were to contact me.” – Vice President, Enrollment & Contact Center Operations, UNIVERSITY OF PHOENIX | “Very useful event. Content **immediately applicable** to my current role and challenges. Very collaborative sessions and sharing by others in similar or related positions to present their best practices or lessons learned for everyone's benefit. No hard sells by vendors! Very low-key sales pitches with a focus on learning what participants actually needed, not just pitching to pitch.” – Director of Customer Service, KING COUNTY EXECUTIVE OFFICE | “Peer led education is great. **Collective minds** vs. death by PowerPoint.” – Senior Director, Customer Experience, ASURION



98% of participants would recommend this event to a colleague and/or industry peer.

“You are the average of the five people with whom you spend the most time.”

—Jim Rohn, *Entrepreneur*



SPEND TIME WITH THE BEST TO BECOME THE BEST.

Are the people in your world today bringing new perspectives and sharing insights from other industries?

To stay competitive in your world of customer engagement, spend time with others who have charted the course.

The Customer Engagement Leadership Council by Frost & Sullivan offers a unique opportunity to connect year-round with action takers and forward thinkers from across industries.

Join the Customer Engagement Leadership Council, and:

- Gain best practice learning based on real-world scenarios.
- Build an exclusive, executive network of peers in other industries.
- Develop your executive leadership capabilities.
- Remain a relevant and *high-performing leader* well into the future.

THE PREMIER
COMMUNITY FOR
EXECUTIVES IN
CUSTOMER EXPERIENCE,
MARKETING AND
CUSTOMER CARE



See Our Founding Members &
Inquire about Membership.

Visit www.customerleadershipcouncil.com
Email: Matthew.McSweegan@frost.com



Customer Engagement
Leadership Council
FROST & SULLIVAN

SPONSORS



24-7 Intouch is a global contact center outsourcing company that delivers customizable, quality-driven, customer service solutions, across all industry segments. Using the most advanced technology, comprehensive insights, and brand specialists for each account, 24-7 Intouch is able to provide a multichannel approach, via voice, live chat, e-mail and social media management.

www.24-7intouch.com



agent experiences.
www.aceyus.com

Aceyus Intelligence provides real-time reporting, historical reporting and analytics for enterprise-level contact centers. We integrate data from multiple sources, vastly improving visibility into the customer journey. Enhanced omni-channel insight and our flexible, user-friendly reporting capabilities help businesses understand and manage their customer and



businesses to companies Arise provides a superior customer experience for innovative enterprises from startups to Fortune 500.

www.arise.com

Arise is a pioneer of on-demand customer management technology and business process outsourcing. Our cloud-based platform provides a virtual network to connect primarily work-at-home service professionals running small call center



capabilities within a single customer engagement center; we enable dynamic, conversational interactions and create a truly frictionless omni-channel customer experience.

www.aspect.com

Aspect helps enterprises break down the walls between people, processes, systems and data sources, allowing organizations to unite around the customer journey. By developing fully native contact center interaction management, workforce optimization and self-service



the contact center and back office. By realizing and removing the barriers to productivity, customers such as Nationwide and UBS use Cicero software to build enterprise value by improving performance, reducing cost, and transforming the employee and customer experience.

www.ciceroinc.com

Cicero provides desktop process automation and analytics software that help organizations isolate issues and automate employee tasks in



Five9 is a leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, helping organizations of every size transition from premise-based solutions to the cloud

www.five9.com

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At Genesys we have been dedicated to helping organizations of all sizes deliver exceptional customer experiences. For over 25 years, we've delivered customer engagement, employee engagement, and business optimization solutions that have enabled great customer relationships and business results.

www.genesys.com

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HGS provides business process management (BPM) services from traditional voice contact centers to digital, back-office, and marketing solutions. With 40,000 employees in 66 worldwide locations, HGS expertise spans industries that include telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods, and the public sector.

www.teamhgs.com



inContact's powerful cloud-based solutions help today's contact centers create profitable customer experiences and optimize the quality and effectiveness of every customer interaction.

www.incontact.com

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Interactions is a leading provider of speech and natural language technology that enables businesses and consumers to engage in productive conversations. With flexible products and solutions designed to meet the growing demand for unified, multichannel customer care, Interactions is delivering significant cost savings and unprecedented customer experience for some of the largest brands in the world.

www.interactions.com

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Pipkins Inc., founded in 1983, is the leading supplier of workforce management software and services to the call center industry, providing sophisticated forecasting and scheduling technology. Pipkins forecasts and schedules more than 300,000 agents in over 700 locations across all industries worldwide. They are headquartered in St. Louis, Missouri.

www.pipkins.com

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Qualfon is a business process outsourcing company and a provider of contact center services. Qualfon's success dates back to 1995 and spans outsourcing locations across the U.S.A, Mexico, Guyana S.A., and the Philippines. With industry-leading retention rates, Qualfon's employees stay longer-providing you high-quality services at a lower price.

www.qualfon.com

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SmartAction is the leading provider of AI-powered customer self-service solutions. Our cloud-based platform is built for enterprises to satisfy growing expectations for self-service. We focus on building an environment where intelligent virtual agents are handling complex customer requests in every medium – voice, SMS text, chat, social media, and mobile.

www.smartaction.ai

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In an era of empowered, hyper-connected customers, Sparkcentral is the only CRM platform for enterprises that unifies social, mobile, cloud and contextual data to proactively deliver personalized and engaging customer experiences. Customer service teams use our software to efficiently handle large amounts of customer inquiries in a fast and structured manner. Let's reimagine the future of customer experience together.

www.sparkcentral.com

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SPONSORS

SPiCRM SPi CRM is a pioneering Philippine leader in customer relationship management outsourcing, delivering multi-lingual solutions that cover the full customer engagement lifecycle. We offer a blend of onshore, nearshore, and offshore locations. Regardless of their channel of choice, SPi CRM provides the best experience for your customers in more than a dozen languages.

www.spicrm.com



TaskUs provides the people, process, and technology that power the world's most notable brands and disruptive companies through its customer care and back office outsourcing solutions. Our unique focus on transformational growth scales support systems and increases our partners' bottom lines. To learn about Ridiculously Good Outsourcing options, visit

TaskUs.com



Teleperformance, the worldwide leader in outsourced omnichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition, digital solutions, analytics, back office and other specialized services. We are a team of 190,000 people across 311 sites in 65 countries providing support in 75 different languages.

www.teleperformance.com



Upstream Works provides best-in-class Omnichannel Contact Center software to increase customer engagement and agent success. We bring the customer journey together for all channels, applications and platforms with a single agent desktop and management simplicity. Organizations worldwide benefit from Upstream Works solutions, connecting and transforming every customer experience.

www.upstreamworks.com

verizon Verizon Enterprise Solutions creates global connections that generate growth, drive business innovation and move society forward. With industry-specific solutions and a full range of global wholesale offerings provided over the company's secure mobility, cloud, strategic networking and advanced communications platforms, Verizon Enterprise Solutions helps open new opportunities around the world for innovation, investment and business transformation.

www.verizon.com

**For information on how to sponsor a Frost & Sullivan Executive MindXchange,
please contact Gary Robbins at grobbs@frost.com**

UPDATE YOUR BUSINESS PLAYBOOK WITH THE EXECUTIVE MINDXCHANGE CHRONICLES

THE BENEFITS OF THIS DIGITAL EBOOK ARE NUMEROUS:

- ✓ **BENEFIT FROM ALL SESSION SUMMARIES** These are not transcripts, but actual summaries focused on key observations and take-aways, featuring tactics and strategies for immediate implementation.
- ✓ **VIDEO ACCESS TO THE EVENT KEYNOTES** Watch and learn from the lessons shared by event keynote speakers—these industry experts present case studies, lessons learned and provide invaluable thought leadership and inspiration for senior executives.
- ✓ **TAKE THE EVENT HOME** to your colleagues who were unable to attend—and you'll have key questions and answers, best practices, tactics and strategies that worked—and those that didn't—right at your fingertips!
- ✓ **THE ENTIRE EVENT** is catalogued and searchable so you can find what you are looking for fast. Why waste valuable time looking when you could be learning?
- ✓ **STAY CONNECTED** Take advantage of the ability to review all those great ideas you want to implement after the event and get info about expert presenters to follow up with. Grow your professional network and guarantee your own ROI for years to come.
- ✓ **CAPTURE THE HIDDEN AGENDA** Gauge where you are among your peers through on site surveys that identify industry benchmarks and question and answer sessions that go outside the pre-planned content.
- ✓ **SAVINGS** As an event participant, you'll save up to \$300.

PRICING:

The **Executive MindXchange Chronicles** are now available for purchase. Additional savings apply when purchased prior to or on-site at the event.

Participant Pricing:

Pre-event: \$395 | Post-event: \$495

Non-Participant Pricing:

Post-event: \$695



RESERVE YOUR CHRONICLES TODAY: Matthew McSweegan @ 516.255.3812 or email: matthew.mcsweegan@frost.com

REGISTRATION

13th Annual

Customer Contact West: A FROST & SULLIVAN EXECUTIVE MINDXCHANGE

OCTOBER 15 - 18, 2017
HYATT HUNTINGTON BEACH
RESORT & SPA
HUNTINGTON BEACH, CA

Register online! www.frost.com/ccw

Registration at Frost & Sullivan Executive MindXchange events is subject to review, and restricted to end user practitioners. Therefore, we reserve the right to decline attendance to any company deemed to be a vendor in the market. For information on how to sponsor a Frost & Sullivan Executive MindXchange, please contact Gary Robbins at grobbs@frost.com.

VENUE INFORMATION

 **Hyatt Huntington Beach Resort & Spa**
21500 Pacific Coast Hwy,
Huntington Beach, CA 92648
Tel: (714) 698-1234

We suggest you arrive Saturday, October 14, 2017. Frost & Sullivan will be reserving a limited number of discounted rooms at the event property. Please contact the property directly for rates, availability, and to book your accommodations. Be sure to mention you will be participating in the Frost & Sullivan event.

TO REGISTER:

 **ONLINE**
www.frost.com/ccw

 **EMAIL**
events.us@frost.com

 **PHONE**
1.877.GO FROST (1.877.463.7678)

Participation Package includes:

1. Complete access to our Customer Contact Executive MindXchange, including all keynotes, interactive workshops and non-stop networking
2. Complimentary subscription to our quarterly Customer Contact eBulletin
3. Access to our Customer Contact Power Point portfolio with insightful thought leadership and best practices from our event speakers
4. Access to dozens of Customer Contact industry articles & white papers
5. Complete access to our onDemand library of recent industry eBroadcasts
6. Membership to Frost & Sullivan's Customer Contact, invitation-only LinkedIn Community; available only to event participants and other selected VIP companies
7. Preferred pricing on the Executive MindXchange Chronicles; a collection of notes of the entire Executive MindXchange
8. Access to on-site, post-event Custom Team Training; available by reservation
9. New Connections, New Friendships, New relationships

Registration/Pricing Schedule

- Event Registration - Complete Series** **\$3310**
(\$250 Savings)
(Inclusive of Event Registration Executive MindXchange Chronicles, Choice of Networking Activity)
 - Event Registration - Executive Series** **\$3240**
(\$150 Savings)
(Inclusive of Event Registration and Executive MindXchange Chronicles)
- A-La-Carte Options:**
- Event Registration - General Pass** **\$2995**
(Inclusive of: General Session Registration ONLY)
 - Golf** **\$95**
 - Taste and Tour** **\$95**
 - Executive MindXchange Chronicles** **\$395**

Customer Contact 2017, West Executive MindXchange Chronicles

Update Your Business Playbook! The Benefits of This Digital Ebook Are Numerous! As a thorough and focused set of notes, the Customer Contact 2017, West Executive MindXchange Chronicles is prepared by your peers to ensure you don't miss out on any sessions that run concurrently with those that you selected. If you are unable to sign up for this now, you may order post event. Please note that post event purchases will be \$495 so get your hands on these collections at the lower rate now!

- Non-participant** **\$995**



Group Discounts Available
Contact: 1.877.GO FROST for details

Subscribe to the Customer Contact eBulletin
A Quarterly eBulletin From the Organizers of the Customer Contact Executive MindXchange Series

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Payment Procedures

Payment in full is required immediately upon registration and is non-refundable and also must be received by Frost & Sullivan prior to the event start date. If payment has not been received by Frost & Sullivan prior to the event start date you will not be able to attend the Executive MindXchange. If, for any reason, you are unable to attend the Executive MindXchange for which you are registered, and notify Frost & Sullivan in writing more than 3 weeks prior to the event start date, a one-time credit will be issued for use toward registration at any other Frost & Sullivan Executive MindXchange. The credit must be used within 90 days of the original registration date and can be applied to any Executive MindXchange event scheduled up to one calendar year from the event for which you originally registered. Credits may not be transferred more than once, and all unused credit(s) will be forfeited after 90 days. Cancellation within 21 days prior to the event will incur a one time fee of \$500. The remaining balance can be applied to any Executive MindXchange up to one calendar year from the event for which you originally registered. Notification must be received by Frost & Sullivan in writing. If you do not attend the event and fail to notify Frost & Sullivan PRIOR to the event, no credit will be issued. Every effort is made to ensure that the speakers noted in this brochure are present, but changes beyond the control of Frost & Sullivan may occur. The program agenda will be updated biweekly and can be downloaded from www.frost.com/ccw