

The background of the entire graphic is a photograph of a large, modern event hall. Numerous people are seen walking through the space, some in lines and others in small groups. In the background, there are exhibition booths with "CCW" branding. A large banner on the right side of the hall reads "CUSTOMER CONTACT WEEK NASHVILLE". The image is overlaid with a semi-transparent purple and pink gradient and large, faint circular patterns.

CUSTOMER CONTACT WEEK NASHVILLE 2025 **EARLY EVENT INFO**

OCTOBER 22-24, 2025 | OMNI NASHVILLE

PREMIUM
SPONSORS



WELCOME

CCW Nashville: Where Innovation, Collaboration, And Customer-Centric Leadership Converge.

Customer Contact Week returns to Music City! CCW was created to empower customer contact leaders with a collaborative platform to explore best practices, innovative technologies, and essential customer service priorities. As the industry has evolved, so has CCW, continuously adapting to profound advancements in technology and increased customer expectations.

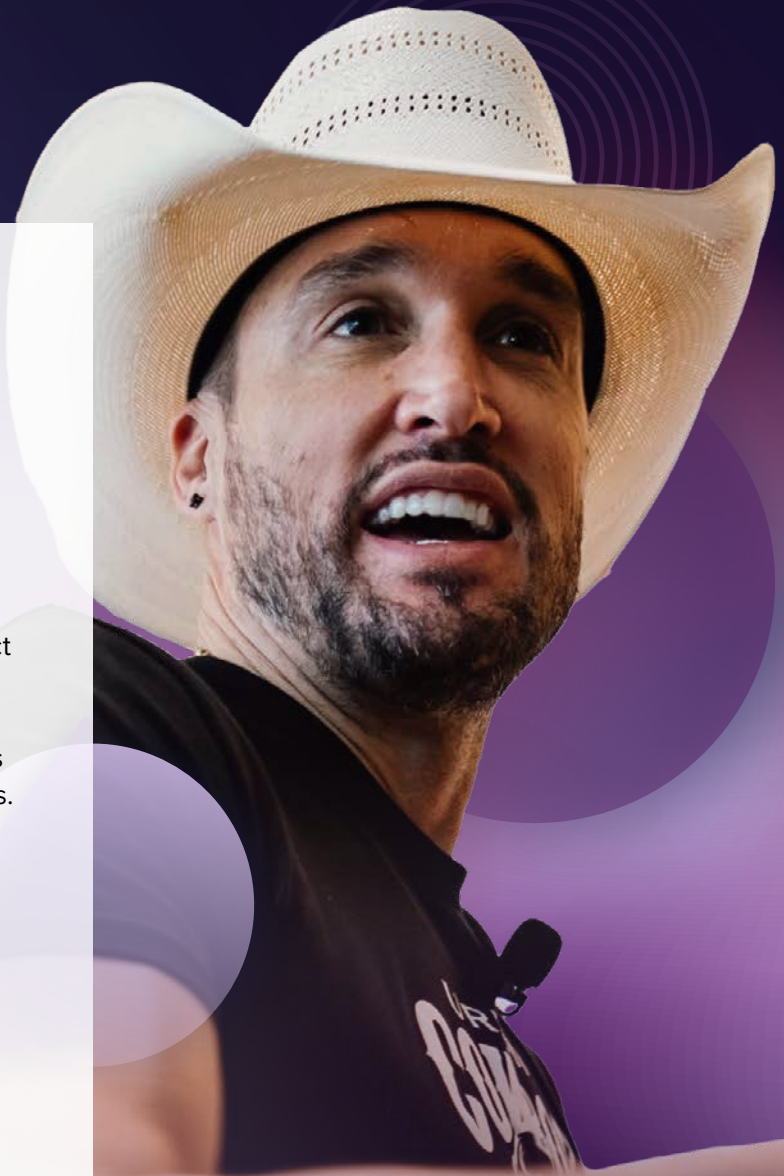
This fall, CCW continues our tradition of excellence and innovation in the customer contact space. This program will explore the expanded role of technology in the end-to-end customer journey and the crucial partnerships between CX and contact center teams. We will examine the holistic experience from the inside-out, convening leaders across industries for top-notch knowledge sharing and networking over three incredible days.

We invite you to join us this October 22-24, where we'll combine innovation and action, all with an eye towards cultivating new experiences, insights, and strategies for success to bring back to your organization.

See you in Nashville!



Brookelynn Sullivan
Senior Research Analyst & Program Manager
Customer Management Practice





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



EARLY CONFIRMED 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. By sharing real-world case studies and actionable advice, they help businesses elevate customer engagement and drive operational success.



**Shannon
Adams**

Chief Experience Officer
HarmonyCares



**Kate
Fannan**

Executive Director & Advisor,
Global Consumer
Retail Technology
The Estée Lauder Companies



**Tammy
Shelman**

Division VP, Member
Benefits Center
AGIA Affinity



**Thomas
Young**

VP, Customer
Experience
Halo Collar

VIEW THE FULL CCW NASHVILLE SPEAKING FACULTY

VIEW

ACTIONABLE STRATEGIES

to See Real Results for Your Most Pressing Challenges



Cross-Functional Partnerships

Learn best practices for forging strong partnerships between your organization's customer experience and contact center functions. Dive into the importance of employee engagement & effective collaboration in delivering exceptional end-to-end experiences.



CX Strategy & Insights

Explore the latest strategies for gathering valuable data and actioning it for seamless and memorable experiences across touchpoints, using journey mapping, design thinking, and other innovative approaches to increasing customer satisfaction and loyalty.



Training & Upskilling

Elevate your customer experience and empower your contact center teams through upskilling. With enhanced emotional intelligence, product mastery, and digital fluency, your agents will deliver faster, more personalized support - driving engagement, retention, and long-term success.



AI & Emerging Tech

Discover key strategies for adopting AI into your teams' operations and how to overcome challenges that come with widespread integration. Understanding the continued impact of emerging technologies in transforming the customer contact industry by fostering hyper-personalized customer interactions, streamlining agent performance, and operationalizing more meaningful data collection.

CCW NASHVILLE EXPO HALL

Connect with 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 Customer Contact Expo Hall 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.

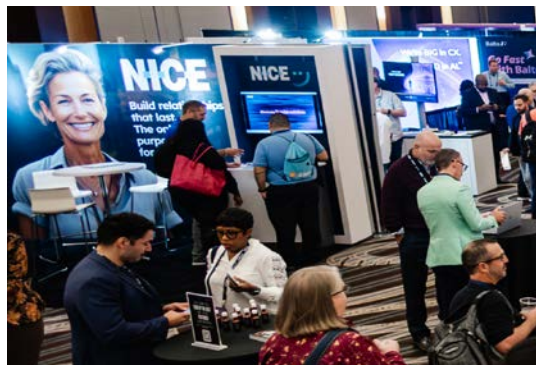
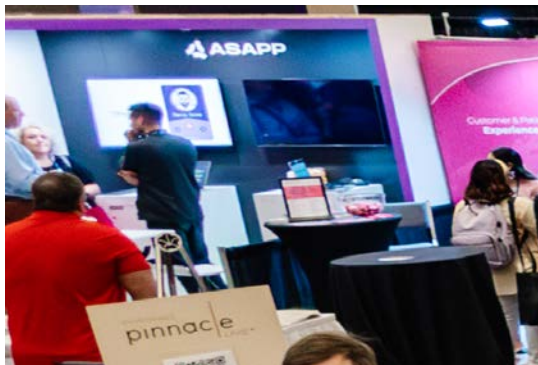
Workforce Enablement

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

CCW PREMIUM SPONSORS



CCW SPONSORS



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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 Nashville, please contact us and we'll be in touch.

✉ REGISTER BY EMAIL

🌐 REGISTER ONLINE

End Users 4F1!

For a limited time, End Users can buy 1 pass and get 3 additional passes for free. Equivalent of \$624.75 each.

Valid until 5/2/2025

GET THE 4F1 DEAL!

End User Pass

~~\$2,499~~ **\$1,699**

Early Bird Deal: **Save \$800** through 7/11/2025

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 & Greet & Book Signings

REGISTER

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)
- 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 & Greet & Book Signings

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

REGISTER



Venue

Omni Nashville

250 Rep. John Lewis Way S,
Nashville, TN 37203

BOOK NOW

VIEW TERMS & CONDITIONS

CCW UPCOMING EVENTS



CCW Las Vegas

June 9-12, 2025 | Caesars Forum, Las Vegas
www.customercontactweek.com



CCW Nashville

October 22-24, 2025 | The Omni
www.customercontactweek.com

ADDITIONAL RESOURCES



2024 Nashville Post Show Report

CCW Nashville 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](#)



Speakers + Program



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