

**Key Qualifications**



Active project requirements with solution needs



Directly controls or influences budgetary decisions



Directly controls or influences CX, customer contact operations strategy

# THE EXECUTIVE LEADERSHIP EXCHANGE

## CCW's Premier Invite-Only Experience for Visionary CX & Customer Contact Leaders

### What Is An Exchange?

The **Executive Leadership Exchange** is an invitation-only experience that unites the industry's most influential executives to inspire bold thinking and meaningful collaboration.

The Executive Exchange empowers leaders to benchmark strategies against the best, uncover breakthrough innovations, and tackle mission-critical challenges head-on.

**This is where strategy meets impact** — a powerful platform to accelerate growth, elevate customer value, and shape the next era of customer experience leadership.

### A New Tier at CCW Las Vegas

After a record year for CCW Las Vegas—**5,000+ attendees, a sold-out floor, and major press**—demand for 2026 is already high.

This year, we introduce our top-tier **Executive Leadership Exchange**: an invitation-only cornerstone experience within the world's largest customer contact event series.



### Your Vision. Executed.

A high impact, high value experience designed for senior leaders to fuel your execution strategy and bring visions to life.

#### 1 An Executive Room with Real Influence

Step into a hand-selected community of **Director-to-C-Level peers** from across industries — the leaders defining the future of customer experience, digital transformation, and operational excellence.

Here, every conversation drives change and every connection has intent.

#### 2 Real Insights. Real Priorities.

Every session is powered by **proprietary CMP Research** — from AI investment trends to self-service adoption benchmarks.

Benchmark your performance against elite peers and set the right priorities for **2026–2027**.

No hype. No filler. Just the insights and strategies that matter most, guided by the **CCW Executive Advisory Board**.

#### 3 No Expo Halls. No Vendor Noise. Just Real Dialogue.

This is a **discussion-first environment** — candid, focused, and high-trust.

Every interaction is curated to align with your strategic imperatives and business goals, ensuring your time delivers tangible value.

#### 4 Immersive. Collaborative. Actionable.

**Forget passive listening.**

Engage in **Think Tanks, Executive Workshops, and Interactive Panels** built to challenge assumptions, ignite innovation, and transform ideas into impact.



### Industry\*

- 28% Financial Services
- 16% Healthcare & Pharmaceuticals
- 16% Travel, Hospitality & Restaurants
- 15% Retail & Manufacturing
- 6% Educational Services
- 6% Technology & Consumer Electronics
- 5% Insurance
- 2% Infrastructure & Construction
- 2% Media & Entertainment
- 2% Public Sector
- 2% Utility & Energy

### Seniority\*

- 66% VP & Executive Level
- 34% Director Level

*\*data compiled from 2025 CCW Executive Exchange series*