



CUSTOMER
CONTACT WEEK
DIGITAL

SEMINAR SERIES

@OpenAI

ChatGPT: Optimizing Language Models for Dialogue

We've trained a model called ChatGPT to answer questions in a conversational way. The model is trained on a large dataset of text from the internet, books, and other sources. It's designed to be helpful, harmless, and honest. It can generate text that is coherent and relevant to the input it receives. It can also generate text that is creative and interesting. It's a powerful tool for generating text and can be used in a variety of ways.

MAY 2024 SEMINAR SERIES:
STATE OF GENERATIVE AI

Attendee Snapshot

ATTENDEE JOB TITLES

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

ATTENDEE JOB TITLES

Director, Systems Operations & Data	Sr. Director of IT Service Delivery
Director, WFM	Sr. Director Revenue Cycle
Executive Director	Sr. Director, eBusiness and Customer Service
Executive Director, Operations & Technology Strategy CVS Specialty	Sr. Director, Guest & Employee Experience
Founder & COO	Sr. Enterprise Sales Director
Founder and CEO	SVP Customer Growth
Founder, President & CEO	SVP of Customer Experience
General Manager Service Solutions	SVP, Customer Care Operations
Group Director	SVP, Customer Success
Head Customer Care	SVP, Marketing
Head customer experience	SVP, Strategic Solutions & Marketing
Head Customer Operations US&Canada	Vice President of Customer Success
Head of APAC Customer Care	Vice President Of Marketing/innovation
Head of Business Development and Customer Success	Vice President of Revenue Growth
Head of Complaints and Lawsuits	Vice President of Revenue Operations
Head of Customer Care and Digital	Vice President Product Marketing
Head of Customer Experience	Vice President, Client Management Centre
Head of Customer Relationship Management	Vice President, Customer Solutions
Head of CX	Vice President, Growth
Head of Demand Generation	VP
Head of Department	VPMember Services
Head of Digital and Business Transformation	VP - Total Experience Solutions and Services
Head of Digital Products	VP Client Solutions
Head of Digital Transformation	VP Consumer Experience
Head of Emerging Technologies	VP Contact Center
Head of Global Business Development	VP Contact Centers
Head of Global Sales	VP Customer
Head of Product	VP Customer Experience & Sustainability
head of strategy	VP Customer Support
IT Director	VP HR
President	VP of Client Engagement
Senior Director	VP of Customer Success
Senior Director Customer Care	VP of CX and Call Center Operations
senior director customer success	VP of CX and Data
Senior Director Of Operations	Vp of Engineering
Senior Director, Consumer Service Operations and Transformation	VP of Marketing
Senior Director, P&C Operations	VP Retail Banking Sales & Service, Contact Center
Senior Enablement Director	VP Strategic Initiatives
Solutions Director	VP Success
Sr director solution engineering	VP,Individual Student Enrollment
Sr Director Voice Contact Center Systems and Collaboration	VP, Contact Center Ops
Sr Director, NA CX	VP, Contact Center Strategic Initiatives
Sr Manager, Customer Success	VP, Corporate Development
Sr. Director - Product - Contact Center	Vp, Customer Service
Sr. Director Customer Success & Experience	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	
MARKET STUDIES CCW Las Vegas Presents: <i>Customer Contact Industry Review</i> April 3rd Chatbots & Generative AI for Customer Contact May 26 CX Trends, Challenges & Opportunities June 1st CCW Nashville Presents: <i>Modernizing Service Experiences With AI & Digital</i> August 1st Contact Center of 2030 September 25th Future of the Contact Center November 14th	AVP CEO/CMO/COO/CTO Director, Customer Care EVP Executive Director Founder Head of Customer Success Head of Digital Services President SVP, Customer Operations VP VP of Customer Care <i>...and more!</i>	
	Companies	
ONLINE EVENTS CCW Las Vegas Presents: <i>Customer Contact Industry Review</i> May 9-10 Chatbots & Generative AI for Customer Contact June 6-8 CX Trends, Challenges & Opportunities July 25-27 CCW Nashville Presents: <i>Modernizing Service Experiences With AI & Digital</i> September 12-14 Contact Center of 2030 October 24-26 Future of the Contact Center December 12-14	Adobe Allstate American Airlines American Eagle Outfitters Citi Etsy GE Healthcare iHeart Media Johnson & Johnson Kohls Lee Company Lowes Marriott Mary Kay Inc. Mastercard Microsoft Nordstrom Panera Bread Pizza Hut T-Mobile Verizon Visa <i>...and more!</i>	

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

