

THINK CUSTOMER FIRST

Powered by People. Strengthened With Knowledge. Delivered With Passion.



WHO WE ARE

Over 15 years ago, Execs In The Know saw a wealth of untapped opportunity in the Customer Management Industry. There was an abundance of innovative industry leaders, and emerging ideas, but no cohesive community to connect them all together. Execs In The Know decided to bridge this gap and create a unified, specialized group of Customer Experience Executives, all focused on the same thing – excellence in customer service.

Today, the Execs In The Know global community exceeds 50,000 members and continues to grow. These Customer Service Professionals take customer care personally. They make it their mission to provide the best experience for every Connected Consumer. Our members believe in the power of knowledge sharing, creating lasting relationships, and exhibiting passion and enthusiasm in all that you do.

Execs In The Know connects members to exceptional industry content, thought leadership, current industry development, peer-to-peer partnerships, networking, and industry employment opportunities, all with an end goal of enhancing the overall customer experience industry.



The Customer Service Excellence movement is here. Message info@execsintheknow.com to get involved today.



CR SUMMIT SERIES

Not your typical tradeshow. Customer Response Summit events are intimate, interactive, and inspiring. Experience the opportunity to collaborate with other senior executives in customer care, from some of the world's top brands. The Summit offers a unique platform for the exploration of ideas and issues related to customer care and the customer experience. Participate in the intriguing collection of interactive sessions, social engagement opportunities and keynote speakers.



ADVISORY BOARD

The Mission of the Execs in the Know Corporate Advisory Board is to advance the sharing, learning and brand-to-brand mentorship of customer success strategies. Our Advisory Board Members and their respective brands represent Customer First and recognize the importance of customer success.



BENCHMARKING

Since 2012 Execs In The Know has been releasing the Customer Experience Management Benchmark Series on a bi-annual basis.

The goal of the Series is to compare corporate capabilities and future plans, to consumer expectations for multi-channel engagement. To date we have had over 250 corporate brands participate, creating a valuable look into brand capabilities and priorities.



CUSTOMER CULTURE

Our model is to serve, support, and promote awareness amongst Customer Management Professionals around the world. We connect professionals to industry content in a number of ways:

- 1 Day Workshops
- Voice of the Customer Radio
- Blogs & Social Media Communities
- Thought Papers
- Webinars
- Advocacy Marketing

