

# Agenda Overview

## Pre-conference

9:00am - 11:30am	Service Journey Thinking Educational Seminar
1:30pm - 2:15pm	Interest Group Meeting Gig Economy
2:15pm - 3:00pm	Interest Group Meeting Artificial Intelligence
3:00pm - 3:15pm	Networking Break
3:15pm - 4:00pm	Interest Group Meeting Women In Leadership
4:00pm - 4:45pm	Interest Group Meeting Outsourcing

## Day 1

7:15am - 8:15am	Breakfast
8:15am - 8:45am	Conference Kick-Off
8:45am - 9:30am	Keynote
9:30am - 10:45am	Customer Engagement Live
10:45am - 11:15am	Networking break
11:15am - 12:45pm	Customer Shop Talk
12:45pm - 1:45pm	Lunch
1:45pm - 2:30pm	Panel Discussion
2:30pm - 3:15pm	Case Study
3:15pm - 3:30pm	Networking Break
3:30pm - 4:15pm	Keynote
4:15pm - 6:00pm	Innovations Lab
6:30pm - 9:30pm	Networking Event

## Day 2

8:00am - 9:00am	Breakfast
9:00am - 9:15am	Opener
9:15am - 10:00am	Keynote
10:00am - 11:00am	Moments of Brilliance
11:00am - 11:30am	Networking Break
11:30am - 12:15pm	Case Study
12:15pm - 1:00pm	Lunch
1:00pm - 1:30pm	Rapid Fire Session
1:30pm - 2:15pm	Keynote
2:30pm - 5:30pm	Industry Tour

  
**Execs In The Know**  
**Customer Response Summit**  
SEPT. 16-18, 2019

