



Execs In The Know

# Virtual CUSTOMER RESPONSE SUMMIT

October 5 - 7, 2020

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WELCOME BACK  
Final Day of Insights and Networking

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**Chad McDaniel**

*President and Co-Founder  
of Execs In The Know*



Execs In The Know

# *Virtual* CUSTOMER RESPONSE SUMMIT

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WEDNESDAY, OCTOBER 7, 2020 - TODAY

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## KEYNOTES

30-Minutes

- Humana
- Groupon
- Sun Basket

## CASE STUDIES

45-Minutes

- SmartAction with  
Choice Hotels


## PANELS

30-Minutes

- TELUS International
- Nuance

**BRAINDATES (1:1 OR GROUP OF UP TO 5): 1:30 PM - 5:00 PM (PDT)**

# NETWORK, COLLABORATE & ENGAGE



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VIRTUAL NETWORKING & ENGAGEMENT  
OTHERS CAN JOIN YOUR GROUP OR SEND YOU AN INVITATION TO MEET ONE ON ONE.  
SPONSORED BY CLEAR HARBOR

**EITK Virtual Networking & Engagement - Others can join your group or...**

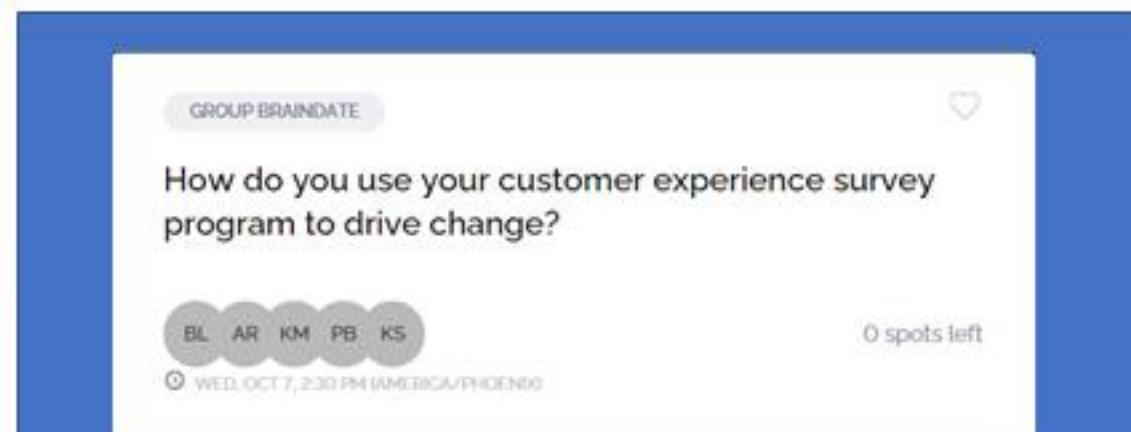
BRAINDATES



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VIRTUAL NETWORKING & ENGAGEMENT  
SEE ALL THE BRAINDATE TOPICS!  
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**EITK Virtual Networking & Engagement - See all the Braindate Topics!**

BRAINDATES



GROUP BRAINDATE

How do you use your customer experience survey program to drive change?

BL AR KM PB KS 0 spots left

WED, OCT 7, 2:30 PM (AMET/CA/PHOENIX)

1. LOGIN TO: [HTTPS://EXECSTHINKNOW.BRAINDATE.COM](https://execsintheknow.braindate.com)
2. CREATE YOUR PROFILE
3. ADD A NEW TOPIC OR JOIN AN EXISTING TOPIC

# LET'S KEEP THE CONVERSATION GOING

**Execs In The Know**

KNOWLEDGE CENTER   EVENTS   COMMUNITY   MARKETPLACE   SUPPLIER ENGAGEMENT   ABOUT US

**WELCOME TO KNOW IT ALL**

Know It All, or KIA ("KEE-ah"), is our exclusive, private online community where CX Leaders from top consumer brands work together to solve current challenges, build new strategies, and position for the future.

[MORE INFO](#)

We're glad you're here!

[LOGIN](#)

[REQUEST TO JOIN](#)

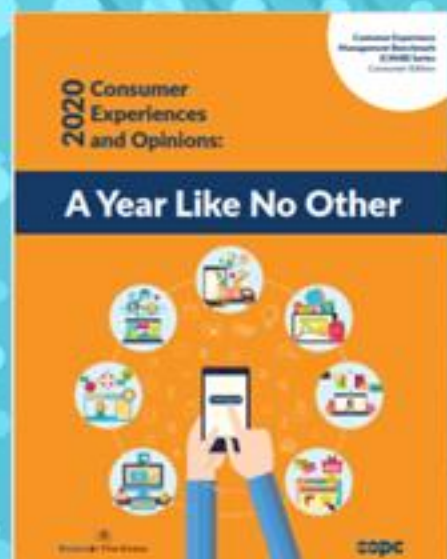
[Learn More about KIA Community](#)

HOME   PARTICIPATE   TOPICS   CX JOB BOARD   DIRECTORY   MY PROFILE   SEARCH COMMUNITY

<https://community.execsintheknow.com/home>


# LEADERS LEARNING FROM LEADERS

Learn. Share. Network. Engage...To Innovate



Go to [www.execsintheknow.com](http://www.execsintheknow.com) and check out the Knowledge Center

# AND A LITTLE FUN



**SPRING 2020**  
CUSTOMER RESPONSE SUMMIT  
HOLLYWOOD, FL

CX LEADERS UNITE

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**CUSTOMER RESPONSE SUMMIT - Hollywood, FL – Spring 2020**

THE GOOD OLD DAYS



**FALL 2019**  
CUSTOMER RESPONSE SUMMIT  
DENVER, CO

CX LEADERS UNITE

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**CUSTOMER RESPONSE SUMMIT - Denver – Fall 2019**

THE GOOD OLD DAYS



**SPRING 2019**  
CUSTOMER RESPONSE SUMMIT  
NEW ORLEANS

CX LEADERS UNITE

Execs In The Know

**CUSTOMER RESPONSE SUMMIT New Orleans – Spring 2019**

THE GOOD OLD DAYS



**FALL 2018**  
CUSTOMER RESPONSE SUMMIT  
MARINA DEL REY

CX LEADERS UNITE

Execs In The Know

**CUSTOMER RESPONSE SUMMIT - Marina del Ray – Fall 2018**

THE GOOD OLD DAYS

# THANK YOU TO OUR SPEAKERS!

KEYNOTE



GitHub

citi

Walmart

overstock

Uber

TURO

GoDaddy

NORDSTROM

KEYNOTE

CHASE

KEYNOTE

Humana

PROGRESSIVE

COMCAST  
NBCUNIVERSAL

HomeAdvisor

CHOICE  
HOTELS



TARGET

Hilton

usbank

KEYNOTE

GROUPON

KEYNOTE

SUN BASKET

# THANK YOU TO OUR SPONSORS!

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liveops

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clearharbor

 NUANCE

SmartAction  
Conversational AI. Less Hard.

  
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## Like What You See?

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All Virtual CRS sessions will be available for you On-Demand following the event!