

The Executive Leadership Exchange

An Invite-Only Experience for Senior CX and Customer Contact Leaders at CCW Nashville

ABOUT

The Exchange Experience

A focused approach to industry connection, the Executive Exchange creates space for senior-level conversations, shared perspectives, and targeted 1:1 solution discovery.



An Executive Room With Real Influence

Step into a hand-selected community of decision-makers shaping the future of customer experience, operations, and technology.



Research-Driven Benchmarking

Grounded in CMP's research and participant data, this full-day program aligns executives on the current challenge landscape, investment priorities, and standardized benchmarks. Benchmark your performance against industry peers and set your right priorities for 2027.



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

Through our curated 1:1 meetings, executives are matched with solution providers based on the priorities, challenges, and areas of focus — creating mutually selected discussions designed around relevance and impact.

KEY QUALIFICATIONS

Active project requirements with solution needs

Represents a Fortune 1000 company or disruptor in their industry

Directly controls or influences budgetary decisions

Directly controls or influences CX, customer contact, or operations strategy

SCHEDULE

Agenda at a Glance

8:00 AM **Breakfast + Attendee Orientation**

8:30 AM **CMP Executive Priorities**

9:45 AM **Business Meetings**

10:45 AM **Networking Break**

11:00 AM **Business Meetings**

12:00 PM **Executive Roundtable:
Self-Service Adoption**

1:00 PM **Lunch**

2:00 PM **Business Meetings**

3:30 PM **Networking Break**

3:45 PM **Humanistic AI**

4:30 PM **Networking Reception**

FEATURED SPEAKER



Robert Young

VP, Member Relations
VerusRx