



2020

# 23rd Annual CUSTOMER & EMPLOYEE EXPERIENCE CONFERENCE

The Inside-Out Future  
Talent to Deliver the Right Customer Experience

MAY 13 – 15, 2020  
BMO IFL - 3550 Pharmacy Avenue, Scarborough, ON M1W 3Z3

REGISTER TODAY!

## Meet some of the industry leaders speaking at our conference:



LifeLabs

**Charles Brown**  
President & Chief  
Executive Officer



GeorgianPartners

**Kathryn Christie**  
Director  
of Talent



Nestlé

**Marketa Gibson**  
VP, Customer Order  
Fulfillment & Collaboration



ONPHA

**Andrew McKenzie**  
Director Of  
Operations



GILLIAN MANDICH

**Gillian Mandich**  
PHD, Happiness  
Researcher, Keynote  
Speaker, Media Personality

Join us for **3 inspiring days** to network and learn from the brightest minds in the industry – colleagues, exhibitors, thought leaders. What you can expect:



A noteworthy lineup of engaging speakers who will share pivotal moments in achieving excellence in CX and EX



Discover leading technology solutions to amplify your CX and EX journey



Enter the CX & EX Awards. Get recognized and celebrate.

**Don't Miss Out:** This conference is sold out every year, so register early to secure your seat. We promise you will **DISCOVER** new insights, **LEARN** from the best, and be **INSPIRED** to drive real change to achieve CX & EX success.