

Call Center Campus 2026

Call Center Campus - Welcome Day – May 17, 2026

8am – Golf Outing Sponsored by ROI CX Solutions. Meet at the Pro Shop.

10am – Spa services available. All attendees receive a 10% discount on services. Book directly with the Spa and mention the conference for your discount.

10am - Vendor Load In and Set Up Begins in the Mohave Ballroom

3pm – Hotel Check In

4pm – Women’s Leadership Summit Hosted in the Ozanne Room. Reclaim Your Spark: Leading Through Burnout with Energy, Empathy & Intention Sponsored by Alta Resources.

6:30 pm: Welcome Reception Sponsored by Etech & Coast Professional, Hosted on The Wigwam Lawn.

Call Center Campus – Day 1 – May 18, 2026

8:00 am – 8:50 am: Registration Hosted in the Sachem Foyer. Breakfast Sponsored by Liveops Hosted in the Mohave Ballroom.

9:00 am – 9:15 am: Official Welcome & Opening Remarks, Bruce Belfiore, CEO, BenchmarkPortal. Hosted in the Wigwam Ballroom.

9:15 am – 10:15 am: Opening Keynote Prickly Truths: Leadership Readiness in the Age of AI Presented by Jim Iyob and Melissa Wood, Presenting Conference Sponsor Etech Global Services / ets labs. Hosted in the Wigwam Ballroom.

10:15 am – 10:45 am: Mid-Morning Refreshment Break in the Mohave Ballroom Sponsored by Procedure Flow.

10:45 am– 11:15 am: Before You Deploy AI: The Reality Check Every Organization Needs Presented by Bruce Belfiore, CEO, BenchmarkPortal. Hosted in The Wigwam Ballroom.

11:15 am – 12:00 pm: Getting Started with AI: Start Small, Win Big Presented by Benton Smith, VP of Research and Development, BMPConneX and Martin Golavar, Senior Director of Contact Center Solutions, CareXM. Hosted in The Wigwam Ballroom.

12:00 pm: Luncheon Sponsored by Working Solutions. Hosted in the Mohave Ballroom.

1:00 pm– 1:45 pm: Real-World Case Studies – Innovation in Action - Choose from Session A or B as listed below. **Throughout the event, All Session A Presentations will be hosted in Aztec B & C and All Session B Presentations will be hosted in Pueblo B & C.**

Session A: The Oasis Effect: Restoring Agent Faith in a Sea of Complaints Presented by Pam Reilly, Senior Manager of Customer Engagement, Waste Management. Hosted in Aztec B & C.

Session B: What is the new AI CX Superpower - Hint - It's Continuous Personalized Training Presented by Dan McCann, CEO & Chief Learning Officer, SymTrain and Tamara Schroer, Vice President, Education & Development, Working Solutions. Hosted in Pueblo B & C.

1:50 pm – 2:35 pm: Real-World Case Studies – Innovation in Action- Choose from Session A or B as listed below.

Session A: Be Kind. Be Reliable. Be Better Every Day: Building a Purpose-Driven Workforce that Delivers Award-Winning CX Presented by Zack Thompson, Director, Customer Contact Operations & Summer Novy, Analyst, Analyst, Customer Services, Salt River Project. Hosted in Aztec B & C.

Session B: Engagement That Drives Results: The Science, The Strategy, The Proof Featuring Gallup's Framework & Alta Resources' Impact Presented by Amy Bouthilet, Vice President Global Talent, Alta Resources and Lauren Hunter, Associate Principal, GALLUP. Hosted in Pueblo B & C.

2:45 pm – 3:15 pm: Afternoon Refreshment Break Sponsored by Logitech in Mohave Ballroom.

3:15 pm – 4:30 pm: From Insight to Impact: An Amazon-Led Customer & Culture Lab Hosted in Mohave Ballroom. Join us for “All Hands-on Deck: The Customer Experience Reality Check” Plenary Roundtable Activity Presented by Matt Jorat, Senior Customer Solutions Manager, Amazon Web Services

4:30 pm: DAY ONE CONCLUDES

Call Center Campus – Day 2 – May 19, 2026

8:00 am– 8:50 am: Breakfast Sponsored by Primas Group in Mohave Ballroom.

9:00 am – 9:30am: Anchoring What Matters: Customer Obsession in Action at Amazon Wrap Up Session from Day 1 Presented by Matt Jorat, Senior Customer Solutions Manager, Amazon Web Services. Hosted in The Wigwam Ballroom.

9:30 am – 10:30 am: Day 2 Morning Keynote - Human Service: The Skills AI Can't Replace Presented by Jeff Toister, Toister Performance Solutions. Hosted in The Wigwam Ballroom.

10:30 am: Mid-Morning Coffee Break & Book Signing Sponsored by ROI CX Solutions. Hosted in the Sachem Foyer. Every attendee will receive a signed complimentary copy of Jeff Toister's latest book, *Human Service: The Skills AI Can't Replace*.

11:00 am – 11:45 am: Real-World Case Studies – Innovation in Action - Choose from Session A or B as listed below.

Session A: From Missed Calls to Monetized Conversations: Turning Everyday Interactions into Revenue Presented by ROI CX Solutions, ROI AI Solutions & Jiffy Lube. Hosted in Aztec B & C.

Session B: From Bots to Better Decisions: How AI Transformed Workforce Management Without Reducing Headcount Presented by Jennifer Springs, Director, Workforce Management, MAXIMUS. Hosted in Pueblo B & C.

12:00 pm– 1:00 pm: Lunch Sponsored by MyMethod.AI Hosted in the Mohave Ballroom.

1:00 pm – 1:45 pm: Striking the Right Balance: Redefining Customer Experience Together with Laivly & Facilitated by Jeff Toister. Hosted in The Wigwam Ballroom.

2:00 pm - 2:45 pm: Real-World Case Studies – Innovation in Action - Choose from Session A or B as listed below.

Session A: Stop Wandering. Your Path Out of the Vendor Desert Presented by Ben Edwards & Ethan Larsen, Sandler Partners. Hosted in Aztec B & C.

Session B: From Engagement to Ownership: How Bread Financial Built a High-Performance Culture for a Changing Frontline Presented by Brad Tompkins, Chief Revenue Office, Central and Scott Dishon, Operations Manager, Customer Care, Bread Financial. Hosted in Pueblo B & C.

2:45 pm - 3:15 pm: Afternoon Refreshment Break Hosted in Mohave Ballroom.

3:15 pm– 3:45 pm: Roundtable Discussions Hosted in Mohave Ballroom.

3:45 pm– 4:30 pm: Roundtable Discussions Topics Repeat.

4:30 PM: Closing Remarks / Day 2 Concludes

**Conference Schedule Subject to Change*

6:30 PM: Grand Finale Dinner & Awards Ceremony Celebration Hosted in the Trellis Garden.

Wednesday, May 20, 2026

8:30am – 10:30am: Executive Breakfast & AI Strategy Session | Complimentary | Pre-Registration Required. Hosted in Aztec B & C.

10:30am: Call Center Campus 2026 Concludes

MAY 17 – 20, 2026

THE WIGWAM RESORT, PHOENIX, ARIZONA