



# Announcing CustomerCONNECT and Other Signature 2021 Events Devoted to Improving the Customer Experience

*Announcing the next iteration of CustomerCONNECT, an innovative, fully-virtual event designed to bring together the world's foremost CX executives.*

SCOTTSDALE, ARIZONA, US, January 6, 2021 /EINPresswire.com/ -- Global

customer experience (CX) industry leader Execs In The Know (EITK) is pleased to announce its next iteration of [CustomerCONNECT](#), an innovative, fully-virtual event designed to bring together the world's foremost customer experience executives for a unique opportunity to learn, share, network, and engage to innovate for an improved customer experience.



“

We're pleased to be able to continue to bring such rich content to our valued community.”

*Chad McDaniel, President and Co-Founder of Execs In The Know*

First launched in August 2020, CustomerCONNECT returns February 23–24, 2021 with an agenda featuring keynote and thought leadership sessions focused on the interplay between three essential CX pillars: People, Process, and Technology. With plenty of opportunities for CX leaders to interact and connect, all are invited to attend this highly engaging, totally free event to get an in-depth view of how CX leaders are innovating in these key areas. [Registration](#) provides access to a full slate of interactive presentations,

live Q&A with CX thought leaders, virtual networking activities, and much, much more with both days kicking off at 11:15 AM ET and running until 3:45 PM ET.

In addition to CustomerCONNECT, Execs In The Know is also pleased to announce several other events throughout 2021, including a planned return to live events in the latter half of the year. Upcoming live events will feature a hybrid approach with both in-person and digital broadcast elements, providing the EITK community with new and exciting ways to attend and participate in live events.

Execs In The Know 2021 events include:

## Exclusive Industry Briefings

- March 11 (Virtual)
- June 10 (Virtual)
- December 9 (Live)

## Customer Response Summits

- April 26–28 (Virtual)
- September 13–15 (Live from Coronado, CA with digital broadcast elements)

In addition to these events, Execs In The Know also hosts a variety of webinars on the industry's hottest topics, virtual executive roundtables, podcasts, and other industry-shaping events throughout the year.

"We're pleased to be able to continue to bring such rich content to our valued community," said Chad McDaniel, President and Co-Founder of Execs In The Know. "We truly miss seeing everyone in person, but we continue to keep CX innovation and engagement alive through carefully crafted virtual events that enable us to maintain the networking and engagement component so greatly valued by our community. Although our virtual events have been very well received, we're excited and optimistic about our plans for getting back to live events in the second half of the year."

CustomerCONNECT is fast approaching, and it's an event not to be missed by anyone connected to the CX industry. Early registration is highly recommended, and Execs In The Know encourages anyone interested in this event to keep tabs on the CustomerCONNECT event page as the organization continues to add new session details to the agenda in the lead up to the event.

Along with serving its community of corporate executives, Execs In The Know also provides a variety of exciting opportunities for vendor partners to get involved. For those interested in getting involved in CustomerCONNECT or in Execs In The Know's wider community of CX leaders and innovators, please view the company's [2021 Sponsorship Kit](#) or contact sales at [info@execsintheknow.com](mailto:info@execsintheknow.com).

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