



Conference Agenda

APRIL 30, 2025

08:45 AM - 05:30 PM

OLD MILL TORONTO

9 Old Mill Rd, Etobicoke, ON M8X 1G5

08:45 AM	Registration opens
08:45 AM	Breakfast
09:30 AM	Introductions
09:35 AM	Session 1 - Gen AI for CX: Success Stories and Lessons Learned
10:35 AM	Break
10:55 AM	Session 2 - Integrating AI and Automation for Seamless CX
11:20 AM	Session 3 - Networking Activity
11:35 AM	Session 4 - Change Management - Case Study
11:55 AM	Session 5 - Power Presentation - Innovation in CX
12:05 PM	Lunch
01:00 PM	Session 6 - CX Metrics That Matter – Proving ROI and Impact
01:30 PM	Session 7 - The Future of AI in Customer Experience: Agentic AI, Emotional Intelligence, and the Upskilled Workforce
01:50 PM	Session 8 - The Intersection of Employee Experience EX and CX
02:15 PM	Break
02:30 PM	Session 9 - The Customer Obsession Mindset – Lessons from Leading Brands
03:00 PM	Session 10 - CX in the Age of Emerging Technologies
03:25 PM	Session 11 - CX in 2025 and Beyond – Preparing for the Next Big Disruption
03:50 PM	Awards
04:20 PM	Closing remarks
04:30 PM	Cocktail Hour Event
05:30 PM	Conference ends

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Great opportunity to meet folks who have similar goals and are looking to drive CX in new ways



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No conference is probably more relevant in today's environment than this one



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I love events like this that get CX professionals to share best practices and learn to collaborate with one another



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2025 Customer
Experience
Conference

APRIL 30, 2025

OLD MILL TORONTO
www.mycspn.com/cx-conference-2025

How To Register

In-Person Pass

Full Day Access

Immerse yourself in panel discussions, networking, and interactive sessions

Meet with Who Matters to You

Connect personally with industry leaders and build meaningful relationships

Premier Experience

Enjoy a complimentary breakfast, lunch and cocktail hour within the stunning Old Mill in Toronto

REGISTER
NOW



Early Bird Pricing
Ends February 28th

\$299 CAD

Regular Ticket

\$499 CAD

FOR GROUP RATES & DISCOUNTS

Contact:

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