

June 11, 2019

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Customer Service Award Winners Announced at the 22nd Annual Conference

[Toronto, ON, June 11, 2019] CSPN successfully held its 22nd Annual Customer and Employee Experience Conference from May 28-30 at the Globe and Mail Centre in Toronto's downtown core. The conference, a pivotal one in the Canadian customer service industry, brought together senior industry professionals across all verticals to discuss CX, EX, Customer Service, Digital Trends, and other pressing issues.

With a theme guiding the proceedings, "Ignite Your Customer and Employee Experience," attendees saw a notable lineup of insightful speakers who shared stories, personal challenges, and solutions. Over the course of the two days, attendees immersed themselves in engaging presentations, workshops, and activities which built cross-industry visions of future customer and employee experiences. Emerging CX strategies, digital and automation technologies, and best practices for current CX and EX excellence were the focal points of the conference's conversations.



Notably, CSPN this year recognized established organizations for service excellence with two prestigious awards: The *Customer Centric Award* and the *Customer Obsessed Team Award*, both presented to companies fostering environments that value engagement and genuine passion for providing positive customer experiences. Recipients of this year's *Customer Centric Award* included Canadian Bearings, Generali Global Health Services, and Samsung Electronics Canada Inc. 2019 recipients of the *Customer Obsessed Team Award* included Enercare Connections, SE Health, Miele Canada, and ADP Canada.



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Post-conference, an engaging, hands-on workshop followed by a tour of a GTA contact centre was held on May 30th. This unique experience allowed attendees to apply the skills gained during the conference, and learn of new tools and techniques to engage, service, and deliver memorable customer experiences.

CSPN recognizes and appreciates the support of the hard-working individuals that helped bring this domain-shifting event to fruition, including speakers, partners, volunteers, and attendees.

Testimonials from valued attendees:

“What a great learning experience! I've not only gained a better understanding of the significant impact technology has on the customer experience but also the true human connection needed for success!”

– ACGO

“I thoroughly enjoyed the experience and learning opportunity. I walked away with great ideas and new ways to improve my organization’s customer experience!”

– SNAP Financial

Contact CSPN to learn and adopt new and innovative CX & EX strategies and insights.

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For more information about this event, visit www.mycspn.com, or contact:

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A special thank you to the following sponsors and vendors who made this event a success:

