

Gartner Customer Service & Support Conference

November 4 – 5, 2026 | Denver, CO
gartner.com/us/css

Leading the New Era of Customer Service and Support



**Early-bird
discount:
Save \$400 by
September 4.**



Gartner[®]

Lead customer service and support with innovation

Service and support is transforming at an unprecedented speed. Customer expectations are rising, AI is reshaping every workflow, and leaders are now responsible for delivering outcomes that extend well beyond traditional efficiency metrics. In this new era, the future belongs to organizations that consistently create lasting customer value.

Gartner Customer Service & Support Conference equips you to lead that future. Over two days, you'll access analyst insights and practical guidance across three critical dimensions: delivering sustainable AI solutions, transforming service and support into a driver of customer value and redefining the role of people in an AI-enabled environment.



Gain insights you can trust. Attend the only customer service and support conference shaped by data-driven insights and over 15,000 annual conversations between Gartner analysts and the customer service and support community.



Connect with your peers.

- Engage with Gartner analysts in one-on-one meetings to get tailored guidance on your most pressing challenges.
- Attend interactive sessions, including workshops and roundtables, to discuss challenges and priorities with peers in a group setting.
- Get access to solution providers at the forefront of technology, all in one place.
- Across two days, make lasting connections with peers across industries and grow your network.



Strengthen your network. Join a large and diverse group of customer service and support leaders that prioritizes meaningful interactions and powerful connections.



Validate your strategy. Our global team of 15+ on-site analysts helps you create and validate your game plan using actionable business and technology insights and tools.

Plan your experience

Sessions as of June 8, 2026, and subject to change

Agenda tracks

A: **Deliver Sustainable AI Value in Customer Service and Support**
Today's customer service and support leaders must navigate AI's promises and pitfalls, with pressure to show results. Success requires more than quick wins; it demands a balanced AI strategy for short-term savings and long-term business outcomes. This track offers practical guidance to defend your AI investments, expand service capabilities and drive real business impact.

B: **Transform Service and Support Into a Customer Value Engine**
Customer service now goes beyond resolving issues — it's about creating value and driving adoption, retention and lifetime value. The future belongs to organizations that deliver customer outcomes at scale. This track helps leaders build proactive, connected postsale experiences, with sessions on improving journeys, using data to meet needs, scaling value and measuring long-term impact.

C: **The Evolving Role of People in Customer Service and Support**
Employees will remain essential in future service and support organizations, but their roles and skills must evolve with technology. Successful leaders use technology to elevate their teams and redesign structures to deliver greater customer value. This track covers the changing role of frontline staff, the integration of talent and technology, and new approaches to service delivery. Attendees gain insights, tools for workforce redesign and strategies to drive lasting change.

Hot topics


- Strategic AI vision and alignment
 - Prioritizing high-value AI use cases
 - Selecting the right AI tools
 - Building AI investment cases
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- Redesigning the service operating model
 - Using data and voice of the customer (VoC) to anticipate customer needs
 - Preventing avoidable demand
 - Enhancing value through service interactions
-
- Future skills and competencies for customer-facing employees
 - Changing frontline tasks in an AI-enabled environment
 - Technology tools that accelerate employee performance
 - Evolving organizations





“Gartner conferences do not disappoint. No other conference has me glued to my seat, session after session. The combination of insights, practical solutions, foundational education, prediction, solution provider interaction and thought-provoking features sends me home with actionable plans. Gartner is worth the investment and well worth the time.”

2025 Gartner Conference Attendee

Interact with analysts

 **Gartner one-on-one meeting***
Complimentary consulting with one Gartner analyst of your choice.

 **Roundtables***
Moderated by Gartner analysts for exchanging ideas and best practices with your peers.

 **Workshops***
Small-scale and interactive — drill down on specific topics with a how-to focus.

 **The Senior Circle Program**
The Senior Circle Program offers a curated experience intended for an organization’s head of customer service and support. Gain access to interactive networking and professional development sessions alongside a vetted peer group.

Network with peers

 **Networking opportunities**
Network with fellow customer service and support leaders across two days in interactive sessions and networking breaks.

Exhibit Showcase

Show Floor
Use this interactive environment to gain insights from subject matter experts, explore new products and services and engage in peer-to-peer exchanges.

Meet solution providers
Test-drive solutions and tackle immediate and long-term issues with the help of leading tech providers.

*Space is limited and preregistration is required.



Exhibit Showcase

Premier



[View All Exhibitors](#) →

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Registration and pricing

Early-bird discount

Save \$400 on the standard rate when you register by September 4.

Early-bird price: **\$3,775**
Standard price: **\$4,175**
Public-sector price*: **\$3,550**

* Proof of public-sector status required for verification. Price cannot be applied retroactively.
"Public sector" definition: National government, state or local government, public administration.

Group Rate Discount

Accelerate learning and build a shared vision by attending as a group. Receive complimentary registration(s) when you register as a team:

- 1 for 3 paid registrations
- 2 for 5 paid registrations
- 3 for 7 paid registrations
- 4 for 10 paid registrations

For more information, email GlobalConferences@gartner.com or contact your Gartner account manager.

Visit gartner.com/us/css or call 1 855 761 9211 for updates and to register!



Gaylord Rockies Resort & Convention Center

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Boulevard Aurora, Colorado 80019
United States



3 ways to register

Web
gartner.com/us/css

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Phone
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