

Gartner Customer Service & Support Conference

November 4 – 5, 2026 | Denver, CO

gartner.com/us/css

Where teams align. Where strategy accelerates.

When your leadership team attends together, [Gartner Customer Service & Support Conference](#) becomes a working environment for strategic acceleration — replacing months of planning and multiple events with one aligned, high-impact experience.

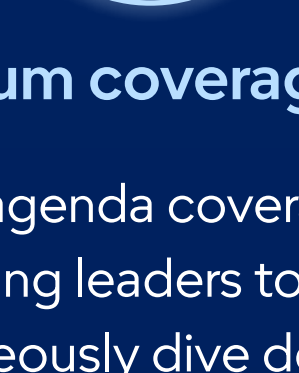
Why bring your team?

When you attend as a team, value compounds across every dimension of the conference experience.



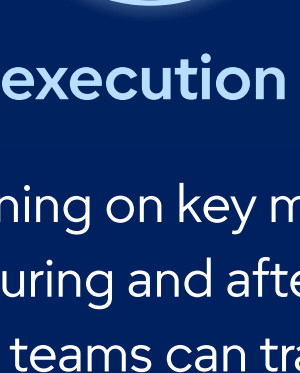
Unified vision

Teams align on emerging trends and strategic priorities in real time, establishing a shared understanding of what's next for the organization.



Maximum coverage

Expand agenda coverage by enabling leaders to simultaneously dive deep into multiple track sessions, while maintaining a common strategic context.



Instant execution

Reconvening on key moments before, during and after sessions, teams can translate insights into a unified roadmap — accelerating execution beyond the conference.

The team journey roadmap

Keynote: Set the strategic foundation

Start the conference by aligning your team on the forces shaping what's next in customer service and support with Gartner keynote speakers to spark bold thinking.

Where paths diverge: Role-based insights and shared alignment

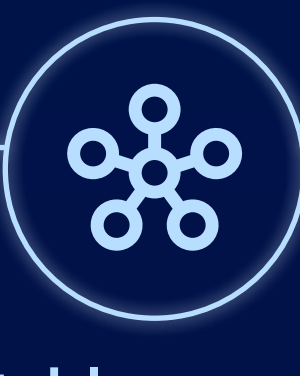
Leaders engage in role-specific sessions to deepen functional expertise, then reconvene with a shared strategy grounded in collective insights.



Agenda as of June 25, 2026, and subject to change.
*Ask the Analyst, roundtable and workshop sessions have limited spaces available and require preregistration.

Interactive sessions: Collaborate, solve, accelerate

Interactive sessions provide a collaborative environment to solve your most complex customer service and support challenges. These high-engagement formats foster peer collaboration, personalized guidance and practical strategies that teams can apply immediately.



Roundtables

Learn from peers navigating the same challenges.

These facilitated discussions bring leaders together to exchange best practices, pressure-test ideas and address shared industry hurdles in a collaborative setting.



Workshops

Move from insights to implementation.

Explore hands-on sessions focused on building critical skills and applying concepts to real-world scenarios.



Ask the Analyst

Enjoy personalized guidance, direct from Gartner analysts.

Get one-on-one access to analysts and industry leaders to gain targeted guidance on emerging trends, risks and technologies.

Engage with analysts. Collaborate with peers. Walk away with a roadmap for execution.

Sample sessions:

Roundtables

- Bringing Post-Sales Teams Together for AI-Driven Customer Excellence

Workshops

- How to Build and Apply Customer Journey Maps in Customer Service

Ask the Analyst

- How AI Is Reshaping Service and Support Roles



Exhibit Showcase: Experience innovation in action

Maximize your time on the show floor with your team by exploring the technologies shaping the customer service and support ecosystem. Engage directly with solution providers and evaluate innovations that align with your strategic roadmap.

→ See the tech. Meet the innovators. Build the future of your organization.

Networking: Connect, validate and grow

End each day by connecting with peers navigating similar complexities. Pressure-test ideas, gain fresh perspectives, and transform colleagues and peers into a trusted professional network.



Who should attend

Head of customer service and support • Chief customer officer • Customer service operations leader
Contact centre leader • Head of customer service experience

Your team. Your insights. Your ROI.

When leadership teams attend together, they expand coverage, accelerate learning and return with a unified strategy ready for execution.

4x the coverage + 4x the insights +
4x the alignment = 1 unified strategy

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[Register Your Team](#) ↗

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