

# The SOCAP Community

2023

1k

1,000 members from more than 200 industry leading companies throughout the United States and Canada

50

Changing the face of customer care for almost 50 years by building a concentric community of dedicated CX professionals

100

Nearly 100 virtual and in-person events scheduled yearly



**SOCAP**<sup>®</sup>  
International™

Your Connection to a Community of CX Experts

## - V I S I O N -

SOCAP is dedicated to developing exemplary customer care and engagement professionals, setting the standard for service excellence, and elevating the value of the profession.

## - M I S S I O N -

SOCAP supports the integrated approach to customer engagement to drive successful business strategy. We deliver relevant and timely content and programs to our members. We enable, endorse and support industry collaboration, peer networking and business partnerships.



## Connect with Us

+1 (602) 826-7079

BrianG@socap.org

500 North Estrella Parkway

Suite B2-Box 470

Goodyear, Arizona 85338

www.SOCAP.org

Society of Consumer Affairs  
Professionals in Business

**www.SOCAP.org**

# Communities

## - INDUSTRY SPECIFIC -

AUTO | CONSUMER PRODUCTS | HEALTHCARE RETAIL & E-COMMERCE | HOSPITALITY & TOURISM

SOCAP communities regularly convene for in-person and virtual learning based specifically on their primary industry. This enables us to host niche-based roundtables, and summits highlighting expert panelists who present carefully curated topics all focused on enhancing customer experiences.

## - REGIONAL -

CENTRAL | NORTHEAST & CANADA | SOUTHEAST | WEST

SOCAP members belong to geographically defined regional communities, allowing frequent opportunities for networking and learning with others located nearby. Our communities are actively engaged and meet bi-monthly to break open topics relevant to advancing customer care.

## - SPRING -

### National Symposium

### Columbus, OH



# Opportunities

## - EVENTS -

The past two years have proven the value of being together and taught us the art of working apart. Collaborate with us to identify the most effective platform for your business from showcasing your technology to sharing your subject-matter expertise, and more! SOCAP offers varying opportunities for you to engage with qualified, CX decision makers.

## - OUTSIDE THE BOX -

WHITE PAPERS | BENCHMARKING | ADVERTISING

Our Business Partners are just as committed to advancing customer care as the brands they serve. Sometimes that translates into more than a meeting. Our development team wants to craft the right opportunity for you to showcase your products & services. Tell us what that looks like for your company!

## - FALL -

### National Symposium

### Location Coming Soon!

# 2023

WORK WITH US TODAY!

## Calendar of Events

2 NATIONAL CONVENTIONS | 18 COMMUNITY ROUNDTABLES | 6 INDUSTRY FORUMS | 6 IN-PERSON SUMMITS  
8 REGIONAL MEETINGS | 12 TIMELY TOPICS | 24 TECH TUES & BP SPOTLIGHTS | 4 NATIONAL WORKSHOPS