

CXps 2025 Conference

CX Amplified: Turning Insights Into Action

Wyndham Grand Rio Mar Resort | Rio Grande, Puerto Rico

CELEBRATING 10 YEARS

DATE	TIME	SESSION EVENT	LOCATION
TUE, JUN 10	6:00 - 7:00 PM	CFT User Group Reception	5 O'Clock Somewhere Bar & Grill
WED, JUN 11	10:00 AM - 4:00 PM	CFT User Group	Caribbean Ballroom Salons 1-3
	4:00 - 5:00 PM	CFT Post-Event Meet the Experts	Caribbean Ballroom Salons 1-3
	6:00 - 7:30 PM	CXps Welcome Reception	Seabreeze Area
THU, JUN 12	7:00 AM - 8:15 AM	Morning CX Excursion	TBD
	8:15 - 9:00 AM	Breakfast Exhibit Hall Open	Rio Mar Ballroom Foyer
	9:00 - 10:00 AM	Welcome Opening Address	Rio Mar Ballroom
	10:00 - 10:30 AM	BIG Ideas 1 & 2	Rio Mar Ballroom
	10:30 - 11:00 AM	Break Exhibit Hall Open	Rio Mar Ballroom Foyer
	11:00 - NOON	Breakout Sessions	Rio Mar Ballroom Salons 1-3
	12:00 - 1:15 PM	Buffet Lunch Keynote Speaker	Rio Mar Ballroom
	1:15 - 1:30 PM	CX & CX-cellece Awards CXMP Graduation	Rio Mar Ballroom
	1:30 - 2:30 PM	Breakout Sessions	Rio Mar Ballroom Salons 1-3
	2:30 - 2:45 PM	Break Exhibit Hall Open	Rio Mar Ballroom Foyer
	2:45 - 5:10PM	Workshops Afternoon CX Excursion	Rio Mar Ballroom Salons 1-3 TBD
	5:10 - 5:30 PM	Day 1 Recap & Shared Learning	Rio Mar Ballroom
6:00 & LATER TBD	Evening CX Excursion	TBD	
FRI, JUN 13	8:15 - 9:00 AM	Breakfast Exhibit Hall Open	Rio Mar Ballroom Foyer
	9:00 - 11:30 AM	CX Excursions Workshops	Rio Mar Ballroom
	11:30 - 12:45 PM	Buffet Lunch Exhibit Hall Open	Rio Mar Ballroom Foyer
	12:45 - 1:45 PM	Panel Discussion	Rio Mar Ballroom
	1:45 - 2:00 PM	Break Exhibit Hall Open	Rio Mar Ballroom Foyer
	2:00 - 3:30 PM	BIG Ideas 3, 4, 5, 6, 7, 8	Rio Mar Ballroom
	3:30 - 4:00 PM	Conference Wrap & Thank You	Rio Mar Ballroom

SCHEDULE AT A GLANCE

hello@clientexperience.org | clientexperience.org/cxps-conference