

Press release

Las Vegas, NV - June, 24 2026

Transcom launches 'Leading Voices': a platform to help CX leaders navigate AI and transformation

As customer experience leaders navigate rapid change driven by AI, rising customer expectations and growing operational complexity, Transcom has launched *Transcom Leading Voices*, a new thought leadership platform bringing together research, expert perspectives, digital content series and learning experiences in one place. The platform is being unveiled this week at Customer Contact Week (CCW) in Las Vegas, which attracts thousands of customer experience leaders annually.

Designed for CX leaders navigating a fast-changing market, Transcom Leading Voices offers practical insight, learning opportunities and peer perspectives to help executives make more informed decisions around AI, customer engagement and business transformation.

The platform showcases a range of content and experiences designed to support CX leaders, including:

- **Actionable Content & Insights:** A regularly updated library of executive interviews, expert commentary, original research, client stories and practical perspectives on the trends shaping customer experience, AI adoption and business transformation.
- **Interactive Learning & Growth Tools:** Utilize tailored assessments and structured interactive training modules designed to measure team readiness and accelerate skill development.
- **Exclusive Peer Networks:** Curated opportunities for leaders to connect with peers through executive briefings, roundtables, dinners and in-person conversations focused on shared challenges, emerging ideas and practical lessons from across the industry.
- **Immersive Innovation Experiences:** Gain early access to solution showcases, immersive live demonstrations, and dedicated innovation days built to simulate and solve future customer service challenges.

At launch, Transcom Leading Voices spotlights two flagship editorial series focused on some of the most pressing issues shaping customer experience today.

Leading Voices: AI, but Make it Human explores how organizations can embrace AI in customer service without losing the empathy, accountability and human judgment that define exceptional customer experience. Through executive interviews, expert commentary and practical insights, the series examines the real-world implications of AI adoption in CX.

Leading Voices: Amplifying Women's Leadership is dedicated to elevating the voices of women across the customer experience industry, particularly those working on the front lines of transformation and service

Transcom

delivery. Through conversations with leaders from brands such as Fabletics, Travelzoo and JustFab, the series aims to spotlight leadership journeys, encourage mentorship and advocacy, and create greater visibility for women shaping the future of CX.

"Leaders are constantly challenged to move past disjointed strategies and demonstrate real business impact," said Amit Shankardass, Chief Marketing Officer at Transcom. "We built *Transcom Leading Voices* to give our clients and prospects a clear, definitive advantage. It is a scalable engine designed entirely to empower them with the clarity, confidence, and community they need to lead as individuals and their markets."

Over the coming months, the ecosystem will expand its footprint across major industry touchpoints giving leaders a chance to experience *Transcom Leading Voices* live through interactive workshops, executive exchanges, and high-touch in-person formats.

CX executives, enterprise leaders, and industry professionals are invited to explore the platform and join the community by visiting leadingvoices.transcom.com.

For further information, please contact

email: media@transcom.com

About Transcom

Transcom provides AI and digitally enhanced customer experience (CX) services to some of the world's most ambitious brands. More than 300 clients globally, including disruptive e-commerce players, category redefining fintechs, and technology legends rely on us for on-, off-, and nearshoring services. Transcom's over 30,000 employees work in 80+ contact centers and work-at-home networks across 29 countries, creating brilliant experiences in customer care, sales, content moderation and backoffice services. We help our clients drive their brands forward, customer satisfaction up and operating costs down. For more information, visit www.transcom.com.