



The leading resource and authority for customer care and engagement professionals.

The SOCAP Difference

SOCAP International members are leading transformational change within their organization. These vice presidents, directors, managers and specialists, along with hundreds of solution providers, come from some of the world’s most recognized Fortune 1000, emerging and leading startup companies. SOCAP members **represent best-in-class customer care experts across all industries**. SOCAP is a member-driven nonprofit organization committed to promoting customer care and engagement as a competitive advantage in business.



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SOCAP is a collaborative community that shares one common goal: elevating the customer care experience.

—CÉLINE DUMAIS, VICE PRESIDENT, CONSUMER COMMAND CENTER, L'ORÉAL

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SOCAP International is my vital authority and advisor on how business and the consumer are changing.

—CHIP HORNER, WORLDWIDE DIRECTOR, GLOBAL CONSUMER AFFAIRS, COLGATE PALMOLIVE COMPANY



The SOCAP Effect

When you join SOCAP, you’re joining more than a professional association. You’re joining **a community of over 2,500 leaders who are just as passionate about customer care** as you are. SOCAP provides you with a range of opportunities to network, build longstanding relationships, and find business solutions—all in an effort to increase customer engagement and take your team to the next level.

What We Offer

Community

LOCAL CHAPTERS

Work *on* your business instead of *in* your business and make connections and learn locally.

NETWORKING

Losing sleep thinking about your challenges? Our online networking platform connects you with thousands of professionals from around the world.

INDUSTRY COMMUNITIES

Allow you to connect with other leaders in your industry.

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Whether you are a single-branded domestic company or a multi-branded global organization, you have the opportunity to work together to help advance the profession. That’s the power of SOCAP.

—SANDY JEWELL, DIRECTOR, CONSUMER SERVICES, NEWELL BRANDS



Learning

CONFERENCES AND WORKSHOPS

Learn, share and be inspired. From breakthrough keynotes to innovators and solution providers, each event delivers invaluable networking, knowledge and best practices.

ONLINE COURSES

Learn from the convenience of your own computer and on a schedule that works best for you.

WEBINARS

Free to corporate members and cover timely, relevant topics.

LEARNING PORTAL

Enhance your skills with our online courses, educational webinars and conference session recordings.

WHITE PAPERS

Case studies, benchmark reports and research on key topics and trends.

CAREER CENTER

Use this tool to find your next job or hire a new team member.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) MAGAZINE

This is your go-to resource for industry news, trends, best practices, profiles and more.

Strategy

CUSTOMER ENGAGEMENT FRAMEWORK

Our Online Assessment Tool is revolutionizing the way companies assess, benchmark and optimize their operations.

EXECUTIVE COMMUNITY

Exclusive to senior-level customer care leaders.

BUSINESS PARTNER DIRECTORY

This online directory will find partners and/or solutions providers to meet your business needs.

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For me, what I value most about my SOCAP membership is, that at its heart, the association is all about trust. For my company, it’s important our brand is viewed as a service champion and our affiliation with SOCAP validates that. That’s two great reasons to become a member, too!

—LISA OSWALD, SENIOR VICE PRESIDENT, GLOBAL CUSTOMER SERVICE, TRAVELZOO

LEARN MORE AT [SOCAP.ORG!](http://SOCAP.ORG)