

ICMI'S
TOP 50 
THOUGHT LEADERS
TO FOLLOW ON
TWITTER:
2016 EDITION



INTRODUCTION:

During this season of celebration and reflection, we'd like to pause and give thanks for the shining lights in the contact center industry. We're incredibly grateful for the thought leaders who help educate, inspire, and motivate the customer service industry.

For the past three years, ICMI has compiled a list of the top 50 thought leaders to follow on Twitter. In keeping with tradition, we asked members of our community to nominate their favorite thought leaders for this list. This year we received hundreds of votes and used these criteria to narrow down the selections:

- The number of nominations received
- The number of followers on Twitter
- The frequency, regularity, and relevancy of tweets

Thank you to everyone who cast their votes and helped shape the top 50 list, and congratulations to everyone who made the list! We're thankful to be a part of such a smart and passionate community of professionals!

If you're not doing so already, we highly encourage you to check out each of these thought leaders on Twitter, and follow them for regular insight, advice, and customer service humor.

Know someone who deserves to make the cut next year? Stay tuned! We'll release details on the new 2017 nomination process next Spring.





TERESA ALLEN

Customer Service Expert & Speaker
@TeresaAllen

Follower count: 1,401

Tweets about: Customer engagement and customer service



ROY ATKINSON

Sr. Writer & Analyst, HDI
@royatkinson

Follower count: 15,700

Tweets about: Customer focus, leadership, and IT service management



ALAN BERKSON

TEDx Speaker
@berkson0

Follower count: 4,585

Tweets about: Customer service, IT service management, customer relationship management



JEANNE BLISS

Cofounder of Customer Experience Professionals Association
@jeannebliss

Follower count: 19,600

Tweets about: Customer experience



MIKE AOKI

Customer Service Speaker & Traier
@mikeaoki

Follower count: 3,605

Tweets about: Customer service training



CHIP BELL

Keynote Speaker & Author
@ChipRBell

Follower count: 17,800

Tweets about: Innovative service and leadership



MARK BERNHARDT

Business Analyst & Experience Architect
@ImMarkBernhardt

Follower count: 6,169

Tweets about: Marketing & customer service



NATE BROWN

Blogger & Speaker
@CustomerIsFirst

Follower count: 2,495

Tweets about: Customer service, customer experience, leadership and gamification



BRAD CLEVELAND

Author & Consultant; Senior Advisor, Founder of ICMI
@bradcleveland

Follower count: 3,403

Tweets about: Helping executives transform the service experience



STEVE CURTIN

Author & Blogger
@enthused

Follower count: 10,200

Tweets about: Exceptional customer service



JENNY DEMPSEY

Blogger & Customer Service Manager for DMV.org
@jennysuedempsey

Follower count: 3,590

Tweets about: Customer service and customer experience



PETER GREGG

Customer Advocate
@pfgregg

Follower count: 20,400

Tweets about: Leadership, technology and customer service



MARSHA COLLIER

Author & Speaker; Founder & Host of #CustServ chat
@marshacollier

Follower count: 166,000

Tweets about: Customer service, ecommerce, technology



NEIL DAVEY

Journalist at Sift Media
@neilcdavey

Follower count: 3,853

Tweets about: Customer experience, customer service and marketing



STEVE DIGIOIA

Customer Service Trainer & Coach
@SteveDiGioia

Follower count: 699

Tweets about: Customer service and leadership



SUSAN HASH

Editor of Contact Center Pipeline
@susanhash

Follower count: 5,929

Tweets about: The needs and challenges of contact center management



SEAN HAWKINS

Customer Service Leader,
Speaker & Blogger
@seanbhawkins

Follower count: 4,314

Tweets about: Contact center management and social media



JEREMY HYDE

Board of Directors for MWCCA
@jeremyhyde_

Follower count: 220

Tweets about: Contact center management and vendor/process management



IAN JACOBS

Senior Analyst at Forrester
@iangjacobs

Follower count: 3,676

Tweets about: Customer Experience Technology



DOUG LIPP

Keynote Speaker & Author of Disney U
@DougLipp

Follower count: 2,983

Tweets about: Customer service and leadership



AL HOPPER

Co-founder of SocialPath Solutions;
Co-host of #CustServ chat
@AlHopper_

Follower count: 7,919

Tweets about: Customer service and social media



SHEP HYKEN

Keynote Speaker & NYT
Bestselling Author
@hyken

Follower count: 91,900

Tweets about: Amazing customer service experiences



NANCY JAMISON

Analyst at Frost & Sullivan
@nancyjami

Follower count: 3,081

Tweets about: Contact center, speech technology, digital marketing and social media



ERICA MAROIS

Community Strategist, ICMI
@ericamarois

Follower count: 4,569

Tweets about: Contact center, customer experience, social media & #ICMIchat



FLAVIO MARTINS

COO at DigiCert
@flavmartins

Follower count: 35,800

Tweets about: Customer experience and customer service management



DUSTIE MERCER

Director of Call Center Operations,
Renaissance Dental
@Nichole_Mercer

Follower count: 244

Tweets about: Customer experience and leadership



BLAKE MICHELLE MORGAN

Customer Experience Author & Speaker
@BlakeMichelleM

Follower count: 6,766

Tweets about: Customer experience



KATE NASSER

The People Skills Coach
@katenasser

Follower count: 62,900

Tweets about: Customer service, teamwork, and leading change



SCOTT MCKAIN

Keynote Speaker & Author
@scottmckain

Follower count: 25,100

Tweets about: Customer service, sales and marketing



DEBI MONGAN

Customer Service Consultant & Blogger
@debimongan

Follower count: 227

Tweets about: Agent engagement, mindfulness



TRICIA MORRIS

Senior Product Marketing Manager, Microsoft
@triciaemorris

Follower count: 2,855

Tweets about: Customer experience and digital transformation



ANDREW NEFF

Chief Marketing Officer at Luminati
@andrewincontact

Follower count: 3,204

Tweets about: Customer experience, customer service, data and social media



JESSICA NOBLE

Customer Experience Transformer
@jessicajnoble

Follower count: 943

Tweets about: Customer experience and customer service



LESLIE O'FLAHAVAN

E-WRITE Principal
@LeslieO

Follower count: 3,661

Tweets about: How better writing can transform the customer experience



GREG ORTBACH

Co-host of #CustServ chat
@gregortbach

Follower count: 4,434

Tweets about: Customer service, marketing and technology



BILL QUISENG

Speaker, Blogger and Writer
@billquiseng

Follower count: 21,000

Tweets about: How to improve the customer experience



TODD NOFTALL

Hospitality & Guest
Experience Blogger
@toddmnoftall

Follower count: 50,100

Tweets about: Customer service for the hospitality industry



SCOTT ONTIVEROZ

Client Director, SocialPath
@scottontiveroz

Follower count: 2,087

Tweets about: Social media, customer service, web culture



NANCY PORTE

VP of Customer Experience at Verint
@nporte

Follower count: 6,721

Tweets about: Making the world a better place for customers



SARAH REED

Editor of Relate by Zendesk
@stealeyreed

Follower count: 2,890

Tweets about: Customer service, customer experience, and business relationships



JIM REMBACH

Host of the FastLeader Podcast
@beyondmorale

Follower count: 18,400

Tweets about: Contact center, customer service, customer experience, employee engagement and leadership



JULIE RODRIGUEZ

Contact Center Operations & Training Executive
@JulieMRodriguez

Follower count: 2,398

Tweets about: Leadership and employee engagement



ANNA SABRYAN

Product Manager at Oracle
@annasabryan

Follower count: 28,700

Tweets about: Social media, digital marketing, CRM, cloud technology, customer service and customer experience



JEFF TOISTER

Author, Speaker, Blogger and Trainer
@toister

Follower count: 3,288

Tweets about: Customer service, customer experience and agent engagement



JUSTIN ROBBINS

Group Content Director, HDI & ICMI
@justinmrobbins

Follower count: 2,452

Tweets about: Customer service, contact center management and leadership



PATRICK RUSSELL

Marketer of CCaaS and WFO software solutions
@Patrick_SaaS

Follower count: 1,537

Tweets about: Contact centers, WFO, WFM, quality management and customer experience technology



DOUG SANDLER

Author, Blogger and Host of MrNiceGuy Podcast
@djdoug

Follower count: 32,500

Tweets about: Leadership and customer experience



NEAL TOPF

President of Callzilla
@nealtopf

Follower count: 1,784

Tweets about: Customer experience-focused customer care solutions and outsourcing



ADAM TOPOREK

Customer Service Keynote Speaker

@adamtoporek

Follower count: 7,484

Tweets about: Customer service, retail and small business management



JEREMY WATKIN

Blogger & Head of Quality for FCR

@jtwatkin

Follower count: 13,400

Tweets about: Customer service, customer experience, contact center leadership, voice of the customer and quality management

ABOUT ICMI:

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals -- from frontline agents to executives-- who wish to improve customer experiences and increase efficiencies at every level of the contact center. Since 1985, ICMI has helped more than 50,000 organizations in 167 countries through training, events, consulting, and informational resources. ICMI's experienced and dedicated team of industry insiders, trainers, and consultants are committed to helping you raise the strategic value of your contact center, optimize your operations and improve your customer service. ICMI is a part of UBM plc (www.ubm.com), a global events-led marketing services and communications company.