



FOR IMMEDIATE RELEASE

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Kenway Consulting to Present at Cyara's Xchange 2026

CHICAGO, Thursday, April 23, 2026 – [Kenway Consulting](#) today announced its participation in [Cyara's Xchange 2026](#), a leading industry conference that brings together global CX leaders and AI innovators dedicated to shaping the future of customer experience. The annual event takes place Tuesday, April 28 through Thursday, April 30, 2026 in Dallas, Texas.

On Wednesday, April 29, Kenway's [Andrew Smith](#) and [Sean Rabago](#) will present "[Building Trust in AI: Implementation & Best Practices](#)" from 10:15 – 11:00 a.m. CDT. Their session will explore how enterprises are using Cyara AI Trust to operationalize AI trust in real-world environments, and implementing structured frameworks to reduce risk and confidently scale AI-driven CX.

Rabago will also participate in the "[Agentic AI: Defining the Future of CX](#)" panel discussion from 2:15 – 3:00 p.m. CDT that same day. During the session, panelists will share real-world perspectives on the opportunities and challenges of Agentic AI — from accelerating automation and adaptive intelligence to managing quality, risk and operational complexity.

Kenway's Contact Center consulting services offer clients tailored solutions to transform their contact center with advanced technologies, robust data analytics, and strategic insights. From implementing advanced Virtual Agents (VAs) to enhancing reporting and analysis, the company provides comprehensive support to improve efficiency and customer satisfaction. Kenway's white-glove approach ensures seamless integration with clients' existing systems, empowering teams and optimizing their contact center's performance for long-term success.

*To learn more about Kenway's Contact Center Solutions,
visit <https://www.kenwayconsulting.com/contact-center-solutions>*

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About Kenway Consulting

[Kenway Consulting](#) is a management and technology consulting firm whose entire reason for existence is to help companies and its employees. Founded in 2004 on the principles of being good and being truthful, Kenway's set of [Guiding Principles](#) steers each employee's decision-making process and centers on integrity, quality, value and respect. The company focuses on the means and not the outcomes, always in line with these Guiding Principles, and always with integrity as its cornerstone. Kenway strives to provide all clients with unmatched quality and service, and specializes in customized business solutions using its Cloud Engineering and Application Development; Artificial Intelligence; Contact Center Solutions; Data and Analytics; Data Compliance and Privacy; Business, Product and Digital Transformation; and Salesforce practices.