

The ICSA drafts new Bylaws, adds new Member Benefits, a new Board, and a renewed vision to serve as the leading Association for Customer Service Professionals!

'15

San Antonio, Texas is the site of one of the most successful ICSA conferences in celebration of 30 years of service to the Customer Service Profession!

'11

The ICSA relocates its headquarters from Chicago to New York, moving from the "Second City" to the "Big Apple!"

'08

Recovering from 9/11 and a cancelled Annual Conference, the ICSA selects Chicago as the host for its '02 event.

'02

The Annual ICSA Conference in San Francisco attracts 750 attendees to the Golden Gate State.

'98

"Through The Customer's Eyes" named the ICSA Rep Certification program.

'94

*History of the
International Customer
Service Association*



'91

By Presidential Proclamation, George H Bush makes the first week of October, National Customer Service Week!

'86

The ICSA surpasses 1,000 members and establishes itself as the leading non-profit Association dedicated to Customer Service!

'84

National Customer Service Week is launched by the ICSA to recognizing the vital role Service Professionals play in the success of a business.

'81

The ICSA is launched by Senior Customer Experience Executives in Chicago with the Mission to support and serve Customer Service Professionals!