



Justin Tippett

Customer Service & Contact Centre Performance Expert

Founder & CEO, ACXPA

Independent, practitioner-led insight into service performance, complaints, workforce and AI in customer operations.

Available to comment on

Customer service failures

Call centre wait times

Complaints and service breakdowns

Workforce and outsourcing pressures

AI in customer service

Why service performance rises or falls

Profile

Justin Tippett is a customer service, customer experience (CX) and service operations specialist with more than three decades of leadership experience across frontline delivery, contact centres, phone, digital and hybrid service environments, complaints handling, and large-scale operational transformation.

He is the Founder and CEO of ACXPA, Chair of the monthly Contact Centre Industry Roundtables, co-creator of the Australian Call Centre Rankings and the global Contact Centre CX Standards, and a regular judge on local and international awards.

He comments regularly in the media on why service performance rises or falls — including wait times, complaint spikes, workforce pressures and the practical impact of AI in live service environments.

Media

ABC Radio & The Business • Channel 7 News • Channel 9 News & A Current Affair • Business and industry podcasts

About ACXPA

ACXPA — the Australian Customer Experience Professionals Association — is a practitioner-led industry body for customer service, contact centres and CX. It sets standards, publishes independent benchmarking and rankings, and supports professionals through training, research and community.