C VISION INTERNATIONAL

AGENDA

From Digitized Chaos to Clarity: What It Really Takes to Orchestrate CX AI

Executive Dinner

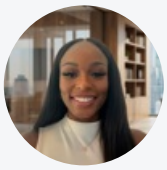
SPEAKERS



Shane Tempest
Sr. Alliance Manager, AWS
Zendesk



Seth Ganz
Solutions Architect
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Darsha Wells
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Regional Head of Workforce Management North America
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FROM DIGITIZED CHAOS TO CLARITY: WHAT IT REALLY TAKES TO ORCHESTRATE CX AI

November 12, 2026
5:30 PM-9:00 PM
Eastern Time

Most enterprises have already deployed some form of AI in their contact centers, but when systems are siloed and workflows are disconnected, AI amplifies problems instead of solving them. This conversation explores what separates organizations that have truly orchestrated their CX AI (connecting data, systems, and workflows so AI can make real decisions across every channel) from those still operating in "digitized chaos."

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