

# AGENDA

Executive Event

# Journey to Generative AI — Voice AI Focus

## SPEAKERS



**Adewunmi Ajike**  
AI Product Manager  
TELUS



**Simona Neufeld**  
Director, Portfolio  
Management &  
Governance  
TD Bank



**Zubair Rajput**  
Manager, Application  
Canadian Tire  
Corporation



**Thomas Wardman**  
CTO & VP Operations  
HRPA



**Xiaojun Su**  
Assc. Director, ML  
Unilever



**Abe Pursell**  
VP Business  
Development &  
Partnerships  
Deepgram



**Anand Nimkar**  
Chief Architect,  
Generative AI  
Deloitte



**Daniel DuPlessis**  
Principal Partner  
Solutions Architect  
AWS



**Sumeet Bhatia**  
Head Senior Director,  
Data Strategy & Data  
Enablement  
SLC Management



**Syed Tashkeen Iqbal**  
Director, Innovation  
Tangerine



**Luke Roberts**  
Senior Business  
Development  
Manager  
Deloitte



**Ian Scott**  
Partner, Chief Data  
Scientist  
Deloitte



**Shadi Baqleh**  
COO  
Deepgram

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November 13, 2024

Eastern Time

## Welcome & Registration

8:30 AM-9:20 AM

## Opening Remarks

9:20 AM-9:30 AM

## Generative AI Adoption Trends — Key Voice AI Use Cases

9:30 AM-9:50 AM

Achieving success with voice and generative AI requires a modern data strategy focused on aligning mindset, people/process, and technology. Customers will learn key elements of an effective data strategy, including a customer-centric mindset, empowered teams, and a scalable data architecture enabled by cloud services like AWS Bedrock, AWS generative AI offerings and related voice ecosystems components like Deepgram to fuel secure and governed generative AI applications. By building these foundational capabilities, organizations can harness the power of voice and generative AI to create business value.

### PANELISTS



**Daniel DuPlessis**  
Principal Partner  
Solutions Architect  
[AWS](#)

## Networking Break

9:50 AM-10:05 AM

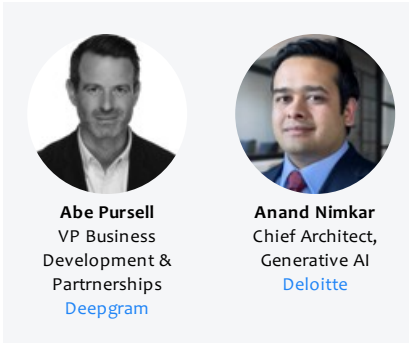
## Transforming Customer Experiences with Voice AI

10:05 AM-10:45 AM

Explore how Deloitte leverages Generative AI to redefine customer interactions through Voice AI with Virtual Agents and Agent Assist solutions. This session will dive into how AI-driven virtual agents can streamline customer experiences, resolve issues proactively, and

reduce call center volumes, while Agent Assist tools empower human agents with real-time insights to enhance productivity and satisfaction. Join us to discover how these innovations are driving measurable improvements in customer service and operational efficiency across industries.

## PANELISTS



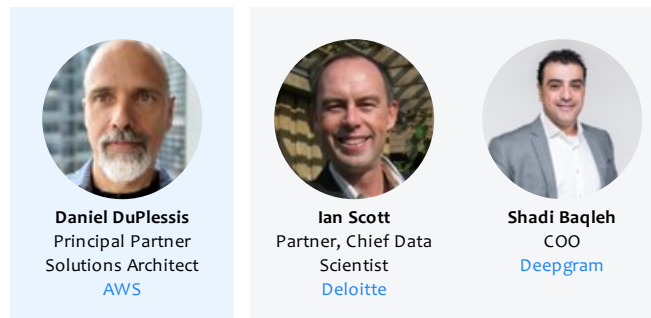
## Navigating the Voice and Generative AI Landscape

10:45 AM-11:40 AM

Let's explore the transformative potential of Voice in Generative AI, guided by insights from cloud experts and industry leaders. We'll delve into real-world examples of AI innovations, strategies for C-level executives to integrate AI successfully, and best practices for enhancing customer experiences and driving business growth. Our discussion will also cover the most anticipated advancements in Generative AI over the next 12-24 months and their potential impact on businesses. Additionally, we'll address the ethical and regulatory considerations surrounding AI use, and examine the build vs. buy decisions executives face when choosing AI solutions.

## CHAIR

## PANELISTS



## Executive Roundtable Lunch

11:45 AM-1:00 PM

## Closing Remarks & Networking

1:00 PM-1:30 PM

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