C VISION INTERNATIONAL

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, Global Business Development & EMEA Sales
Deepgram



Anand Nimkar
Chief Architect, Generative AI
Deloitte



Daniel DuPlessis
Principal Partner Solutions Architect
AWS



Sumeet Bhatia
Senior Director, Head of 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

Click Here to Register

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 compenants 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.

SPEAKER



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.

SPEAKERS



Abe Pursell
VP, Global Business Development & EMEA Sales
Deepgram



Anand Nimkar
Chief Architect, Generative AI
Deloitte

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



Daniel DuPlessis
Principal Partner Solutions Architect
AWS

SPEAKERS



Ian Scott
Partner, Chief Data Scientist
Deloitte



Shadi Baqleh
COO
Deepgram

Executive Roundtable Lunch

11:45 AM-1:00 PM

Closing Remarks & Networking

1:00 PM-1:30 PM

TOGETHER WITH

