

Customer Service Roundtable - AI First Support Automation

Date: 9th August 2024

Time: 10am to 1pm (followed by lunch & networking)

Venue: The Orchid - Vile Parle, Mumbai

RSVP: <https://forms.office.com/r/tVJrt4TqLN?origin=lprLink>

Agenda

Start Time	End Time	Duration (Min)	Session name	Speakers
9:30	10:15	45	Registration & Morning Tea	
10:30	11:00	30	Welcome note	Neha (Co-Founder & CMO DGTL Innovations) Paritosh Gandhi (VP, Voice & Channels)
11:00	11:30	30	Transforming customer service with AI-driven innovations	Paritosh Gandhi
11:30	12:00	30	Voice AI agents for personalised customer experiences	Sagar Gajre
12:00	12:30	30	Accelerate customer service automation with AI	Pratika
12:30	1:00	30	Automating support: Turning cost centres to revenue centres	Mrugesh
1:00	1:30	30	1:1 strategic networking	
1:30			Lunch and Networking	