

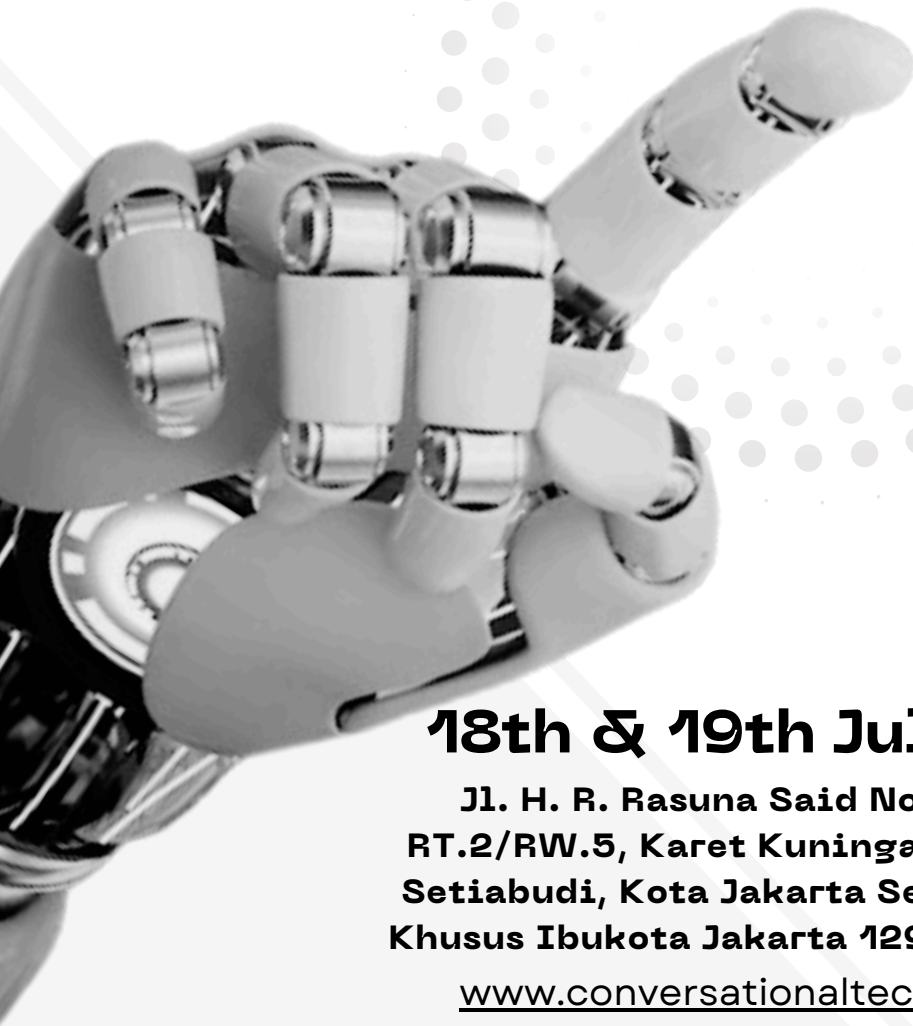
Altrusia

&

mimin



Conversational AI & Customer Experience Summit



18th & 19th July 2024

**Jl. H. R. Rasuna Said No.22 Kav. C,
RT.2/RW.5, Karet Kuningan, Kecamatan
Setiabudi, Kota Jakarta Selatan, Daerah
Khusus Ibukota Jakarta 12940, Indonesia**

www.conversationaltechsummit.in

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Title Sponsor



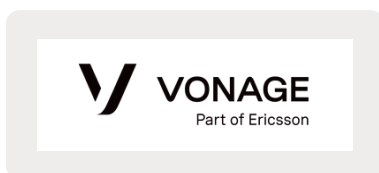
Mimin helps businesses create an effective chat journey for their customers, from transactions to engagement. They enable more personalized, real-time, and efficient communication, driving better sales conversion and customer engagement. Discover your business growth with smarter, more advanced, and integrated order processing automation with Mimin.

Silver Sponsor



Sendbird is on a mission to build deeper connections in a digital world. The company's communications API platform powers over 7 billion messages worldwide every month. Leading apps like Hinge, Paytm, and Rakuten, among 4,000 others, enhance customer retention and satisfaction by integrating in-app chat, notifications, voice, video, and live streams with Sendbird.

Silver Sponsor



Vonage a global cloud communications leader, helps businesses accelerate digital transformation. It's Communications Platform allows for integration of communications APIs into existing products, workflows and systems. Vonage's fully programmable unified communications, contact center and conversational commerce applications are built from the platform and empower companies to create meaningful engagements.

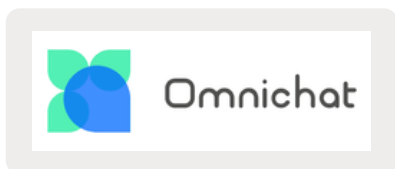
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Exhibitor



Foundever is a global leader in the customer experience (CX) industry, with 170,000 associates worldwide. They support over 750 of the world's leading and digital-first brands, delivering the best experiences through their innovative CX solutions, technology, and expertise. Designed to meet operational needs, Foundever ensures a seamless customer experience in the moments that matter. Handling over 9 million customer conversations daily in more than 60 languages across 45 countries, Foundever combines global strength and scale with an agile, entrepreneurial approach rooted in their founder-led culture. This enables companies of all sizes and industries to transform their CX effectively.

WhatsApp Partner



Omnichat is a omni-channel chat commerce solution provider, specializing in centralizing customer conversations from diverse platforms such as WhatsApp Business Platform, Facebook Messenger, Instagram, LINE, WeChat, and website live chat into a single, cohesive platform. This integration enhances operational efficiency, boosts sales revenue, and drives conversion rates. By leveraging our innovative online-merge-offline (OMO) sales integration, gamified marketing automation, and advanced chatbots, alongside a robust customer service platform, Omnichat is dedicated to empowering brands to deliver personalized shopping experiences and spearhead smart retail transformation.

SPEAKERS



Smiley Kuntjoro
CHIEF PRODUCT OFFICER



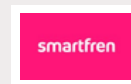
Charles Budiman
Chief Digital Officer



Yew Choong Chew
Chief Data Officer



Mira Koeshandajani
VP Business Strategy



Ashish Sharma
VP of Customer Success



Pushpendra Kumar
Senior Vice President



Hendro Lim
VP of Operations



Deepak Gupta
Vice President of Engineering



Vykintas Mineikis
Regional Senior Operations Director



Manish Kumar
Director of Engineering





Dr. Kaspar Situmorang

Executive Vice President
Digital Banking
Development



Edwin Simjaya

Head of Artificial
Intelligence (AI) &
Software Center



Bhargava Krishna Sreepathi

Director Data Science



Prateek Choudhary

Head - Digital
Transformation



Agata Bas

ENTREPRENEUR & BRAND
ADVISOR



Joseph Simbar

Chief Executive
Officer



Michael Andrian

CEO/Founder



Timetable – Day 1

08:45 TO 09:00 AM DAY 1 OPENING REMARKS

09:00 TO 09:20 AM KEYNOTE 1  YEW CHOONG CHEW - AMBANK GROUP

TOPIC

HOW TO DEVELOP A HOLISTIC AI STRATEGY THAT INTEGRATING GEN-AI AND PREDICTIVE AI FOR BUSINESS SUCCESS

09:20 TO 09:30 AM Q&A SESSION

09:30 TO 09:50 AM KEYNOTE 2  DR. KASPAR SITUMORANG - PT BANK RAKYAT INDONESIA

TOPIC

LOWERING COSTS, IMPROVING OPERATIONS, AND ACCELERATING REVENUE GROWTH WITH AI-ENABLED BANKING

09:50 TO 10:00 AM Q&A SESSION

10:00 TO 10:20 AM KEYNOTE 3  JOSEPH SIMBAR - MIMIN

TOPIC

BUILDING THE FUTURE OF CX THROUGH GENERATIVE AI CHATBOT

10:20 TO 10:30 AM Q&A SESSION

10:30 TO 11:00 AM COFFEE & NETWORKING BREAK

11:00 TO 11:20 AM KEYNOTE 4  ASHISH SHARMA - DBS BANK

TOPIC

CAPTURING VALUE ACROSS CUSTOMER LIFE CYCLE WITH CONVERSATIONAL AI

11:20 TO 11:30 AM Q&A SESSION

11:30 TO 11:50 AM KEYNOTE 5  SPONSOR - SENDBIRD

TOPIC

TBD

11:50 TO 12:00 PM Q&A SESSION

12:00 TO 12:20 PM KEYNOTE 6  HENDRO LIM - FLIP

TOPIC

EVOLUTION OF CHATBOTS

12:20 TO 12:30 PM Q&A SESSION

12:30 TO 12:50 PM	KEYNOTE 7	 SPONSOR - VONAGE
TOPIC	TBD	
12:50 TO 01:00 PM	Q&A SESSION	
01:00 TO 02:30 PM	LUNCH BREAK	
02:30 TO 02:50 PM	KEYNOTE 8	 MANISH KUMAR - METLIFE
TOPIC	UNLEASHING THE POWER OF AI IN INSURANCE INDUSTRY	
02:50 TO 03:00 PM	Q&A SESSION	
03:00 TO 03:20 PM	KEYNOTE 9	 EDWIN SIMJAYA - PT KALBE FARMA, TBK
TOPIC	THE COLLABORATIVE PARTNERSHIP BETWEEN HUMANS AND AI: UNLOCKING THE CAPABILITIES OF GENERATIVE AI & LLMS	
03:20 TO 03:30 PM	Q&A SESSION	
03:30 TO 03:50 PM	KEYNOTE 10	 TBD
TOPIC	HOW AI-VOICEBOTS OPTIMIZE COMMUNICATION WITH YOUR CURRENT AND FUTURE CUSTOMERS	
03:50 TO 04:00 PM	Q&A SESSION	
04:00 TO 04:30 PM	COFFEE & NETWORKING BREAK	
04:30 TO 05:15 PM	 PANEL DISCUSSION	
MODERATOR - TBD	ELEVATING BANKING CUSTOMER SERVICE THROUGH CONVERSATIONAL AI	PANALIST 1) CHARLES BUDIMAN - MAYBANK
05:15 TO 05:30 PM	COFFEE & NETWORKING BREAK	
06:00 PM ONWARD	NETWORKING DINNER	
END OF DAY ONE		

Timetable – Day 2

08:45 TO 09:00 AM DAY 2 OPENING REMARKS

09:00 TO 09:20 AM KEYNOTE 11  TBD

TOPIC

09:20 TO 09:30 AM Q&A SESSION

09:30 TO 09:50 AM KEYNOTE 12  MIRA KOESHANAJANI - SMARTFREN

TOPIC

ENABLING PERSONALIZATION WITH CONVERSATIONAL AI

09:50 TO 10:00 AM Q&A SESSION

10:00 TO 10:20 AM KEYNOTE 13  SPONSOR - OMNICHAT

TOPIC

TBD

10:20 TO 10:30 AM Q&A SESSION

10:30 TO 11:00 AM COFFEE & NETWORKING BREAK

11:00 TO 11:20 AM KEYNOTE 14  SMILEY KUNTJORO - SHIPPER

TOPIC

HOW TO DEVELOP A HOLISTIC AI STRATEGY THAT INTEGRATING GEN-AI AND PREDICTIVE AI FOR BUSINESS SUCCESS

11:20 TO 11:30 PM Q&A SESSION

11:30 TO 11:50 PM KEYNOTE 15  DEEPAK GUPTA - CARS24

TOPIC

RAG SYSTEMS IN CONVERSATIONAL AI: BALANCING USER NEEDS AND BUSINESS OBJECTIVES.

11:50 TO 12:00 PM Q&A SESSION

12:00 TO 12:20 PM KEYNOTE 16  BHARGAVA KRISHNA SREEPATHI - SYNEOS HEALTH

TOPIC

FUTURE TRENDS: THE CONVERGENCE OF AI, BIG DATA, AND PERSONALIZED HEALTHCARE

12:20 TO 12:30 PM Q&A SESSION

12:30 TO 12:50 PM KEYNOTE 17  RESERVED FOR SPONSOR

TOPIC

TBD

12:50 TO 01:00 PM Q&A SESSION

01:00 TO 02:30 PM LUNCH BREAK

02:30 TO 02:50 PM KEYNOTE 18  PRATEEK CHOUDHARY - GODREJ

TOPIC

UNDERSTANDING THE DIGITAL TRANSFORMATION JOURNEY AND ROLE OF AI IN CUSTOMER INFORMATION CENTERS

02:50 TO 03:00 PM Q&A SESSION

03:00 TO 03:20 PM KEYNOTE 19  TBD

TOPIC

CONVERSATIONAL COMMERCE: TRANSFORMING CUSTOMER ENGAGEMENT IN THE DIGITAL AGE

03:20 TO 03:30 PM Q&A SESSION

03:30 TO 03:50 PM KEYNOTE 20  AGATA BAS

TOPIC

AI IN LOYALTY: HOW TO LEVERAGE ON AI TO BOOST CUSTOMER LOYALTY

03:50 TO 04:00 PM Q&A SESSION

04:00 TO 04:30 PM COFFEE & NETWORKING BREAK

04:30 - 05:20 PM  PANEL DISCUSSION

MODERATOR - TBD

THE HUMAN-AI CREATIVE PARTNERSHIP: UNLEASHING THE POTENTIAL OF GENERATIVE AI & LLMS

PANALIST

- 1) VYKINTAS MINEIKIS - ZALORA GROUP
- 2) PUSHPENDRA - INDOSAT

05:20 TO 05:30 PM Q&A SESSION

END OF DAY TWO

OUR UPCOMING EVENTS

CONVERSATIONAL AI & CUSTOMER EXPERIENCE SUMMIT

— NOVEMBER 2024, GERMANY

COVID-19 HAS PUSHED ECONOMIES GLOBALLY TO UNDERGO ACCELERATED CYBERNATED TRANSFORMATION. CONVERSATIONAL AI IS A SET OF TECHNOLOGIES THAT IS SWEEPING ACROSS INDUSTRIES, AND EVERY COMPANY IS LOOKING TO ADD AI-BASED SOLUTIONS TO AUTOMATE THEIR ROUTINE OPERATIONS. BY UNDERSTANDING THE ESSENCE OF HUMAN LANGUAGES, SPEECH, COMMUNICATION, EMOTIONS, AND REAL INTENT, THE CONVERSATIONAL AI & CUSTOMER EXPERIENCE SUMMIT WILL DISCUSS HOW COMPANIES CAN ACHIEVE HUMAN-LIKE INTERACTIONS BETWEEN COMPUTERS AND HUMANS.

DIGITAL TWIN & SMART MANUFACTURING SUMMIT

— MARCH 2025, GERMANY

DIGITAL TWINS HOLD THE POTENTIAL TO ACHIEVE THESE OBJECTIVES WITH EXCELLENT IMPACT BOTH EFFECTIVELY AND EFFICIENTLY EMPOWERING LEADERS TO GET A COMPLETE INSIGHT INTO THE DATA AND STRUCTURE OF THEIR BUSINESS TO DETECT EARLY FLAWS AND POTENTIAL OPPORTUNITIES GIVING THEM AN UPPER HAND ON IMPLEMENTING QUICK RESPONSIVE APPLICATIONS TO CURB THE CRACK OR TO ERADICATE ANY CONCERN BEFORE IT IS TRIGGERED EVEN BEFORE THE BUSINESS COULD SET UP.

WORKFORCE IDENTITY GOVERNANCE & ACCESS MANAGEMENT SUMMIT

— APRIL 2025, UNITED KINGDOM

GROWING GLOBALIZATION, MORE COMPETITIVE MARKETS, AND COVID-19 HAVE ACCELERATED THE PACE OF DIGITAL TRANSFORMATION CAUSING AN INCREASE IN THE DEMAND FOR TECHNOLOGICAL DEVELOPMENTS WITHIN ORGANIZATIONS. THIS HAS LED TO AN INCREASE IN FRAUDULENT PRACTICES AND HAS PROVIDED PEOPLE INTENDING TO COMMIT FRAUD WITH NEW SCENARIOS AND NEW METHODS TO CARRY OUT THESE ACTIVITIES. THE EXPERIENCE SUMMIT WILL DISCUSS HOW COMPANIES CAN ACHIEVE HUMAN-LIKE INTERACTIONS BETWEEN COMPUTERS AND HUMANS.



Event Venue

Jl. H. R. Rasuna Said No.22 Kav. C,
RT.2/RW.5, Karet Kuningan, Kecamatan
Setiabudi, Kota Jakarta Selatan, Daerah
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