C VISION INTERNATIONAL

# AGENDA

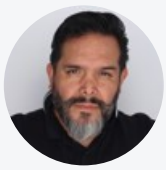
## From Insight to Action: How AI & Analytics Are Reshaping Guest Engagement

# Executive Event

## SPEAKERS

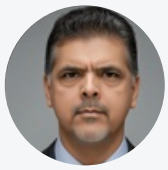
**Sapana Patel**
VP Solutions Architecture
Spirit Airlines

**Margarita Rivera**
Global CISO
Carnival Corporation



**Jairo Orea**
Global CISO
Royal Caribbean Group

**Gavin Hupp**
VP IT
SeaWorld Parks & Entertainment



**Pedro Gonzalez**
IT Director
Flanigan's Enterprises

**Devon Bryan**
Global CSO
Booking Holdings

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## FROM INSIGHT TO ACTION: HOW AI & ANALYTICS ARE RESHAPING GUEST ENGAGEMENT

**July 24, 2025**
5:30 PM-9:00 PM
Eastern Time

Rising guest expectations, workforce constraints, and legacy operations are forcing travel and hospitality brands to rethink how they engage, support, and retain customers. Brands deploying AI-powered services are already seeing measurable gains, like 25% faster response times and double-digit reductions in cost-to-serve, while capturing deeper insights from every interaction.
AI-driven automation, real-time analytics, and scalable cloud infrastructure are no longer experimental—they're essential to compete in an increasingly digital and service-intensive market.
Join your peers for a candid, strategy-focused discussion on what's working, what's next, and how to turn customer data into a competitive advantage. Walk away with actionable insights to accelerate your AI and analytics roadmap—while driving better experiences at every touchpoint.

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