C VISION INTERNATIONAL

AGENDA

From Digitized Chaos to Clarity: What It Really Takes to Orchestrate CX AI

Executive Dinner

SPEAKERS



Shane Tempest
Sr. Alliance Manager, AWS
Zendesk



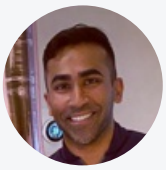
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COO Canada
Kraken



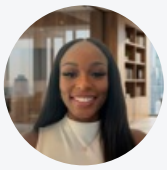
Theresa Block
CMO
Sonas



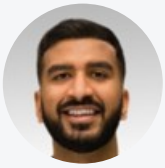
Devlin O'Neil
Senior Manager, Solutions Architecture (Digital CX)
TELUS Digital



Ram Naidu
Vice President - Americas - Sales Engineering
Zendesk



Darsha Wells
Sr. Business Development Executive
TELUS Digital (1)



Raju Patel
Director, Product Marketing & Analyst Relations
TELUS Digital (1)

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FROM DIGITIZED CHAOS TO CLARITY: WHAT IT REALLY TAKES TO ORCHESTRATE CX AI

November 12, 2026
5:30 PM-9:00 PM

Eastern Time

Most enterprises have already deployed some form of AI in their contact centers, but when systems are siloed and workflows are disconnected, AI amplifies problems instead of solving them. This conversation explores what separates organizations that have truly orchestrated their CX AI (connecting data, systems, and workflows so AI can make real decisions across every channel) from those still operating in "digitized chaos."

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