

AGENDA

From Contact Center AI to Connected CX: Orchestrating Every Interaction

Virtual Council

SPEAKERS



Mohamed Affi
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Alliance GTM
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Elsa Wilson
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Elizabeth Johnson
Global Director, Data
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Laurent Pierre
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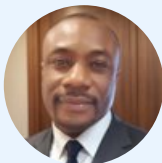
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Director of Data
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[Carelon](#)



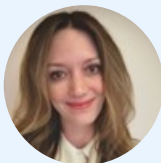
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Global Brand
Director - Marketing
Transformation,
Johnnie Walker
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[Bank of America](#)



**Emmanuel-Désiré
Abbey**
IT Procurement
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[Kimberly-Clark](#)



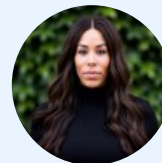
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**FROM CONTACT CENTER AI TO CONNECTED
CX: ORCHESTRATING EVERY INTERACTION**



April 15, 2026

3:00 PM-4:15 PM

Eastern Time

This virtual panel brings together two powerful forces reshaping customer experience: AI-driven contact center transformation and end-to-end CX journey orchestration. As customer expectations rise and interactions span marketing, sales, and service, organizations must move beyond siloed automation toward a unified, intelligent experience strategy. Panelists will share real-world examples of how AI-powered agent assist, virtual agents, conversation analytics, and real-time decisioning can reduce cost per interaction, resolve issues faster, and elevate service quality—while connecting each interaction into a seamless customer journey.

The discussion will focus on practical lessons for breaking down organizational silos, identifying high-impact use cases, and integrating AI across existing platforms to scale securely and effectively. Attendees will leave with actionable insights on moving from isolated pilots to cohesive, brand-aligned strategies that orchestrate channels and teams in real time—transforming both the contact center and the broader CX ecosystem into a connected engine for loyalty, efficiency, and measurable business growth.

CHAIR

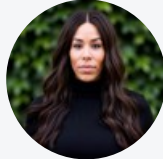


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PANELISTS



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