

AGENDA

Executive Event

Journey to Generative AI — Voice AI Focus

SPEAKERS



Adewunmi Ajike
AI Product Manager
[TELUS](#)



Simona Neufeld
Director, Portfolio
Management &
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Zubair Rajput
Manager, Application
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Thomas Wardman
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Xiaojun Su
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VP Business
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Anand Nimkar
Chief Architect,
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Daniel DuPlessis
Principal Partner
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Sumeet Bhatia
Senior Director, Head
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Ian Scott
Partner, Chief Data
Scientist
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Shadi Baqleh
COO
[Deepgram](#)

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November 13, 2024

Eastern Time

Welcome & Registration

8:30 AM-9:20 AM

Opening Remarks

9:20 AM-9:30 AM

Generative AI Adoption Trends — Key Voice AI Use Cases

9:30 AM-9:50 AM

Achieving success with voice and generative AI requires a modern data strategy focused on aligning mindset, people/process, and technology. Customers will learn key elements of an effective data strategy, including a customer-centric mindset, empowered teams, and a scalable data architecture enabled by cloud services like AWS Bedrock, AWS generative AI offerings and related voice ecosystems components like Deepgram to fuel secure and governed generative AI applications. By building these foundational capabilities, organizations can harness the power of voice and generative AI to create business value.

PANELISTS



Daniel DuPlessis
Principal Partner
Solutions Architect
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Networking Break

9:50 AM-10:05 AM

Transforming Customer Experiences with Voice AI

10:05 AM-10:45 AM

Explore how Deloitte leverages Generative AI to redefine customer interactions through Voice AI with Virtual Agents and Agent Assist solutions. This session will dive into how AI-driven virtual agents can streamline customer experiences, resolve issues proactively, and

reduce call center volumes, while Agent Assist tools empower human agents with real-time insights to enhance productivity and satisfaction. Join us to discover how these innovations are driving measurable improvements in customer service and operational efficiency across industries.

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Chief Architect,
Generative AI
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Navigating the Voice and Generative AI Landscape

10:45 AM-11:40 AM

Let's explore the transformative potential of Voice in Generative AI, guided by insights from cloud experts and industry leaders. We'll delve into real-world examples of AI innovations, strategies for C-level executives to integrate AI successfully, and best practices for enhancing customer experiences and driving business growth. Our discussion will also cover the most anticipated advancements in Generative AI over the next 12-24 months and their potential impact on businesses. Additionally, we'll address the ethical and regulatory considerations surrounding AI use, and examine the build vs. buy decisions executives face when choosing AI solutions.

CHAIR



Daniel DuPlessis
Principal Partner
Solutions Architect
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Shadi Baqleh
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Executive Roundtable Lunch

11:45 AM-1:00 PM

Closing Remarks & Networking

1:00 PM-1:30 PM

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