

AGENDA

Transforming CX with Real-Time Voice AI Agents

Executive Dinner

SPEAKERS



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TRANSFORMING CX WITH REAL-TIME VOICE AI AGENTS



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5:30 PM-9:00 PM

Eastern Time

Many organizations have modernized their contact centers in the cloud, but unlocking their full potential remains a work in progress. While cloud-based platforms have improved flexibility, many customer journeys are still constrained by rigid call flows, limited automation, and voice experiences that feel transactional rather than conversational. Customers expect instant understanding and quick issue resolution, yet too often, they encounter friction-heavy interactions that increase effort for both callers and agents.

To meet these expectations, leaders are now focused on embedding real-time voice AI as a core capability within the contact center, enhancing both customer experience and operational performance. This includes deploying AI-powered voice agents that can handle dynamic, multi-turn conversations, resolve requests end-to-end, and automate workflows while delivering more natural, human-like interactions. At the same time, organizations are driving measurable efficiency gains through increased self-service, reduced handle times, and improved customer satisfaction all while scaling securely and reliably without adding unnecessary complexity.

Achieving this balance of innovation and operational stability requires real-world insight into what works in production. Join us for an exclusive, invitation-only executive dinner roundtable to hear how leading enterprises are embedding real-time voice AI into their customer experience strategies—modernizing interactions, reducing cost-to-serve, and delivering meaningful impact quickly and responsibly.

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