

CONVERSATIONAL AI & CUSTOMER EXPERIENCE SUMMIT - 15TH MAY 2026

Keynote	Speaker	Start Time	End Time	Duration
Keynote 1	Damien Cummings From National University of Singapore	09:00	09:20	20 mins
Q&A		09:20	09:25	5 mins
Keynote 2	Malcolm Koh From DevRev	09:25	09:50	25 mins
Q&A		09:50	09:55	5 mins
Keynote 3	Raditya Gumay From Gojek	09:55	10:15	20 mins
Q&A		10:15	10:20	5 mins
Keynote 4	Yazin Khalid Al Musafir From Onsor	10:20	10:35	15 mins
Q&A		10:35	10:40	5 mins
Coffee & Networking Break		10:40	11:10	30 mins
Panel Discussion 1	Moderator : Ashvin Uttamsingh From Zurich Insurance Babul Balakrishnan - Thunes Sebastien Boisseau - Menarini Asia-Pacific John Ang - EtonHouse International Education Group Dr. Angel Lo - Olympus APAC	11:10	11:40	30 mins
Q&A		11:40	11:45	5 mins
Keynote 5	Deepak Chandran From NICE	11:45	12:10	25 mins
Q&A		12:10	12:15	5 mins
Keynote 6	Raghav Kumaria From AionOS	12:15	12:35	20 mins
Q&A		12:35	12:40	5 mins
Lunch Break		12:40	01:40	60 mins
Panel Discussion 2	Moderator : Shigeto M. From Syneos Health Eduardo Imperial - Vodafone Rajan Khurana - Iebua Hotels and Resorts Gijs Verheijke - Carousel Ajay Pimpalshende - JLL Technology	01:40	02:10	30 mins
Q&A		02:10	02:15	5 mins
Keynote 7	Vijay V From BT Group	02:15	02:35	20 mins
Q&A		02:35	02:40	5 mins

Keynote 8	Dr. Kartina Sury From CXPA Global Research Committee	02:40	03:00	20 mins
Q&A		03:00	03:05	5 mins
Coffee & Networking Break		03:05	03:40	35 mins
Keynote 9	Saurabh Mangal From Google	03:40	04:00	20 mins
Q&A		04:00	04:05	5 mins
Panel Discussion 3	Moderator :Fan Yang from Income Insurance Limited Simon Goh - Great Eastern Prerit Mishra - DHL Dr. (h.c.) Jaslyin Qiyu - Cigna Healthcare Milind - Mercedes-Benz Karunjit Kumar Dhir - AionOS	04:05	04:35	30 mins
Q&A		04:35	04:40	5 mins
End of the Event				