



Altrusia

Conversational AI & Customer Experience Summit

#CACES



15th July, 2026
Indonesia



JS Luwansa Hotel, Jakarta
Indonesia



<https://conversationaltechsummitasia.com/>

Sponsors & Partners

Presenting Partner



Kore.ai, a provider of agentic applications and a market-leading enterprise AI platform, helps large enterprises realize business value through the safe and responsible use of AI at scale. It provides comprehensive offerings for customer service, AI work, and process automation use cases, built on an AI agent platform with no-code and pro-code tools for custom development and deployment at enterprise scale. Kore.ai takes an agnostic approach to models, data, cloud, and applications used, giving customers freedom of choice. Trusted by over 500 Global 2000 companies and partners, Kore.ai helps them navigate their AI strategy. The company has a strong patent portfolio in the AI space and has been recognized as a leader and an innovator by top analysts. Headquartered in the USA, Kore.ai has a network of offices to support customers in India, the UK, the Middle East, Japan, South Korea, and Europe. Visit [Kore.ai](https://kore.ai) to learn more.

Co-presenting partner



Genesys is a global leader in AI-powered customer experience and contact center solutions. Through Genesys Cloud, the company helps organizations orchestrate personalized, end-to-end customer and employee experiences across voice, digital, and AI channels. Genesys enables businesses to improve engagement, efficiency, and loyalty by combining cloud innovation, automation, analytics, and human-centered service.

Gold Partner



Kapture CX is an enterprise-grade, AI-native Customer Experience platform founded in 2014, built to simplify complex customer operations and enable faster, smarter, and more human interactions at scale, delivering consistent, outcome-driven experiences across every customer touchpoint.

Built organically as a unified CX platform, Kapture combines Agentic AI, deep workflow automation, and real-time intelligence to not just respond to customer queries but to resolve them autonomously. Today Kapture CX supports startups, large enterprises, D2C brands, and B2B service organizations in transforming customer support into a strategic growth engine.

Kapture CX is trusted by 1,000+ customers across 18+ countries, powering customer engagement for leading brands including Tata Group companies, Aditya Birla Capital, Airtel, Nykaa, BigBasket, Meesho, Netmeds, Unilever, and more. Headquartered in Bengaluru, Kapture CX has a strong global footprint with operations across India, the US, Southeast Asia, and the Middle East.

Gold Partner



Proximus Global

Proximus Global, formed through the combined strengths of Telesign, BICS, and Route Mobile, is a global leader in communications and digital identity. The company enables businesses to deliver secure, AI-powered customer engagement through voice, messaging, CPaaS, verification, and digital identity solutions, helping organizations connect, protect, and engage customers worldwide.

Gold Partner

The logo for AI Rudder, featuring the text "AI RUDDER" in a blue sans-serif font. The letter "E" is stylized with a green double-stroke design.

AI Rudder empowers businesses to transform customer engagement through AI-driven voice automation. By combining advanced conversational AI with human-like interactions, we help organizations improve efficiency, reduce costs, and deliver faster, higher-quality customer experiences.

Exhibitor



AI-powered omnichannel and CRM for sales, customer service and marketing.

Mekari Qontak integrates the full customer journey, using AI-powered omnichannel and CRM in one platform to maximize interactions, simplify management, and drive rapid growth.

Community Partner



CX.ID is an inclusive community and play space for all CX ecosystem players, whether professionals, business owners, or anyone who wants to learn about CX from various industries and position levels. Since its founding in 2023, it all stemmed from the concern that there was no platform to connect everyone to share experiences and values from implementing Customer Experience strategies and tactical programs from various industries in Indonesia.

Because the system is inclusive, everyone from various work backgrounds, industries or job levels can join without any fees.

The spirit of the community is to share values among members, contribute to each other, and respect each other.

Community Partner



The Customer Experience Professionals Association (CXPA) is the premier global non-profit organization dedicated to advancing the customer experience profession. It enhances the impact and visibility of customer experience professionals, fosters effective peer-to-peer knowledge sharing, and establishes respected industry standards. CXPA is also the creator of the Certified Customer Experience Professional (CCXP) credential and certification.

Speakers



Sandra Samuel

Head of Department, Customer Service (Malaysia & Singapore)



Abhijit Mhetre

EVP, Corporate Marketing



Arian Achmad Prasetyo

Head of Customer Service & Experience



Louis Teoh

Regional Director, Commercial Operations APAC



Speakers



Karin Z.

Chief Customer & Marketing
Officer



Nachiket Pathki

Vice President of International
Growth



Dr. Kartina Sury

Senior Fellow



Panel Discussion - 1



Hendro Lim

Vice President of Operations



Adjie Wicaksana

Chief Innovation Officer



Andries K. Indraajaya

Vice President Of Technology



I Gede Darwin Atma Winarta

Head of Digital Transformation



Panel Discussion - 2



Vika Indriyarsari
SEA Commercial Director



Alexander Zulkarnain
Chief Marketing Officer



Cahyadi Poernomo

Director & Chief Customer
Management Officer

HOME CREDIT

Wei Jie Kwan
VP, Customer Success &
Business Insights



Tika Sylvia

Chief Marketing Officer



Panel Discussion - 3



Raunak Mehta

Co-Founder and Chief Executive
Officer



Dewantoro Bimo

Marketing VP



Maulidin Pamur Dhani

VP People Journey and Enabler
Management



Rickent Putra Haki

Vice President of Technology



Danu Prasetyo

Head of Loyalty and CRM



Edy Susanto

Director of IT



Fire Side Chat



Yanuar Rezqi

Co-Founder



Grace Vita N

Former CXO & Director of Customer Care,
Mandaya Hospital Group. Customer
Experience & Business Transformation Leader



Agalliso Mario Raintung

Head of Customer Experience FWD
Insurance



Rizki Riznawandi

Head of Network Development



Timetable

08:00 to 08:50	Event Registrations	
08:50 to 09:00	Opening Remarks	
09:00 to 09:20	 Sandra Samuel From Ninja Van Malaysia	
TOPIC Keynote 1	Designing CX Systems That Scale: From Metrics to Decision Excellence	
09:20 to 09:25	Q&A Session	
09:25 to 09:55	 Abhijit Mhetre From Kore.ai	
TOPIC Keynote 2	Reimagining the customer service operating model for economic impact.	
09:55 to 10:00	Q&A Session	
10:00 to 10:20	 Arian Achmad Prasetyo From Rukita	
TOPIC Keynote 3	Beyond Automation: How AI is Transforming Customer Experience into a Competitive Advantage	
10:20 to 10:25	Q&A Session	
10:25 to 11:05	Coffee & Networking Break	
11:05 to 11:35	 Panel Discussion 1	
Moderator Hendro Lim - Flip	Topic Conversational AI Across Industries: Opportunities, Challenges, and the Road to Mass Adoption in Indonesia	Panelist • Adjie Wicaksana - Hijra • I Gede Darwin Atma Winarta - PT Asuransi Jiwa BCA • Andries K. Indrajaya - PT. Tiki Jalur Nugraha Ekakurir (JNE)
11:35 to 11:40	Q&A Session	

11:40 to 12:05	Louis Teoh from Genesys	
TOPIC Keynote 4	The Next Leap of Customer Experience Orchestration	
12:05 to 12:10	Q&A Session	
12:10 to 12:30	Karin Zulkarnain From Prudential Indonesia	
TOPIC Keynote 5	The Human Side of AI: Balancing Automation, Trust, and Customer Experience in a Digital-First World	
12:30 to 12:35	Q&A Session	
12:35 to 1:50	Lunch Break	
1:50 to 2:20	Panel Discussion 2	
Moderator Vika Indriyasari k - SurveySensum	Topic From Awareness to Loyalty – How Conversational AI is Redefining Marketing, Engagement & Customer Retention	Panelist - Alexander Zulkarnain - Taman Safari Indonesia - Cahyadi Poernomo - Home Credit Indonesia - Wei Jie Hwan - NETS - Tika Sylvia - KOLTIVA
2:20 to 2:25	Q&A Session	
2:25 to 2:45	Nachiket Pathki for Kapture CX	
TOPIC Keynote 6	From Frankenstack to Agentic OS: The Architecture of Autonomous CX	
2:45 to 2:50	Q&A Session	
2:50 to 3:10	Dr. Kartina Sury From Center for Indonesian Policy Studies	
TOPIC Keynote 7	Building Trustworthy AI Conversations Through Human-Centered Experience Design	
3:10 to 3:15	Q&A Session	

3:15 to 3:55	Coffee & Networking Break		
3:55 to 4:20	 Fire-side chat		
TOPIC	Securing Executive Buy-In for CX Technology: Building the Business Case for Measurable Customer Loyalty & ROI	Participants	• Yanuar Rezqi - CX.ID • Grace Vita • Agalliso Mario Raintung - FWD Insurance Indonesia • Rizki Riznawandi - BAIIC Indonesia
4:20 to 4:25	Q&A Session		
4:25 to 5:05	 Panel Discussion 3		
Moderator	Topic	Panelist	
Raunak Mehta - Igloo	The Road Ahead: Scaling Conversational AI in Indonesia and ASEAN - Strategies, Ethics, and Innovation	• Dewantoro Bimo - Telin • Maulidin Pamur Dhani - Telkomsel • Danu Prasetyo - PT. Erajaya Swasembada, Tbk. • Rickent Putra Haki - InJourney Hospitality • Edy Susanto - PT. Trans Retail Indonesia	
5:05 to 5:10	Q&A Session		
End of the Event			

Exclusive Roundtable Discussion Lunch

12:45 to 1:45 PM	 Roundtable Discussion
Topic: From AI Ambition to Enterprise Execution	Participants • Kaaotam Uthaya Suriyan - Tune Talk • Viknes Rathakrishnan - Photobook Worldwide • Lim Jia Wei - CTOS • Ian Choe - Hextar Technologies Solutions Bhd • Angel Chan - Domino's Pizza Enterprises (DPE) Shared Services Sdn Bhd • Renee Liew - Domino's Pizza Enterprises (DPE) Shared Services Sdn Bhd • ADRIAN GOH - UOB Kay Hian (M) Sdn Bhd • Victor Cheong - Sun Life Malaysia Assurance Berhad • Tang Siew Wai - Policystreet • Dorcus Ang - TIME dotCom Berhad • Pavel Luzanov - Mindvalley • May Mah - Banyan Tree & Pavilion Hotel Kuala Lumpur • Mr. Lai Zhi Liang - Banyan Tree & Pavilion Hotel Kuala Lumpur

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For Speakers :

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*the event will be held in English