

Altrusia Presents



Conversational AI & Customer Experience Summit



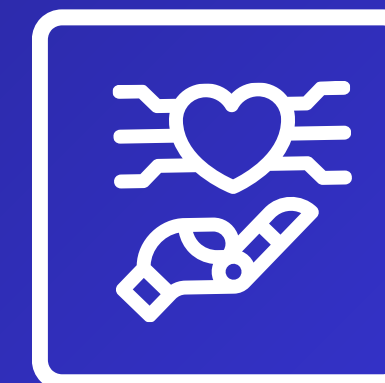
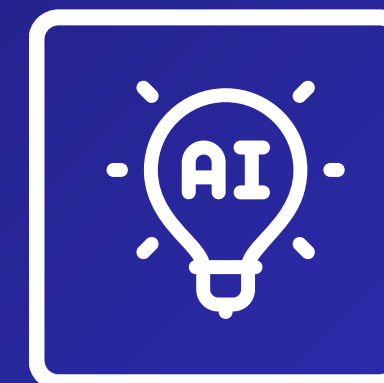
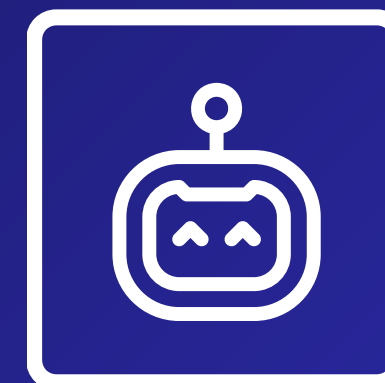
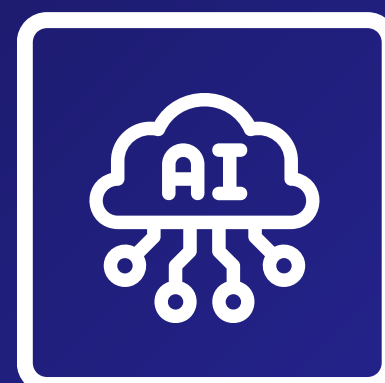
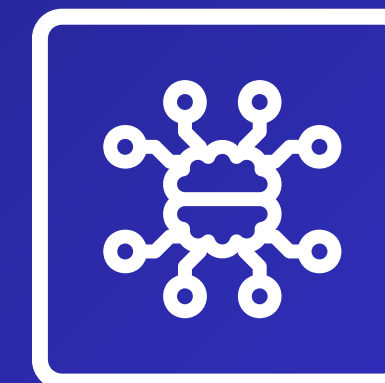
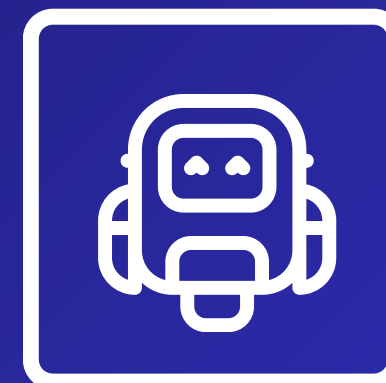
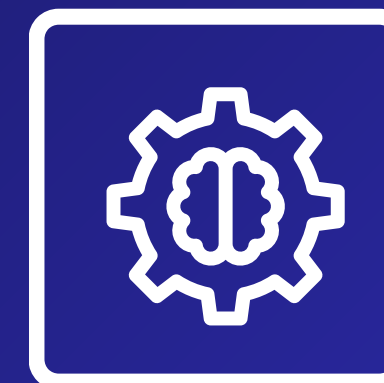
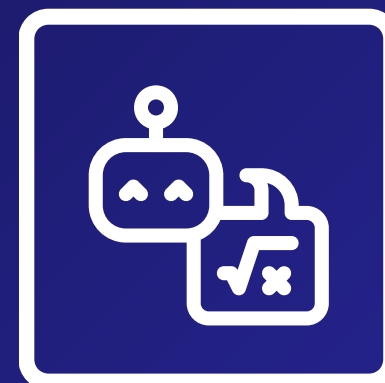
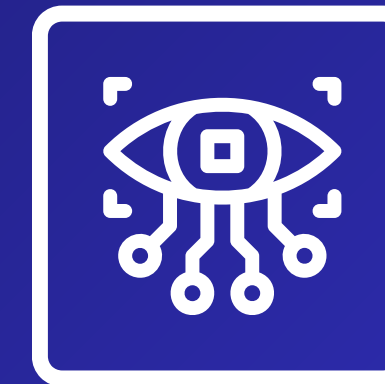
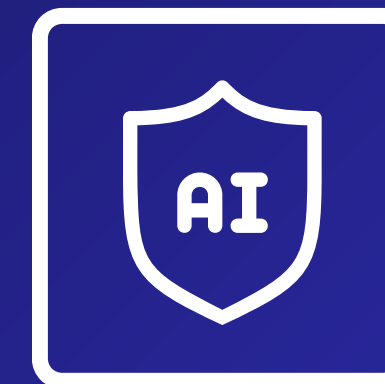
**12th International
Edition**

15th July 2026

JS Luwansa Hotel

Jakarta, Indonesia

Visit Official Webpage



Introduction

From inside jokes to cultural references and wordplay, every statement of human conversation is highly complex as it is built on shared context and previous interactions. Humans speak in highly nuanced ways without skipping a beat. Each response follows the last, almost instantly. For a quality conversation between a human and a machine, responses have to be quick, intelligent and natural-sounding. True Conversational AI goes above and beyond rule-based answering engines to understand the context, analyze the text and speech, the intent behind the questions and also consider the user's preferences. Conversational AI that uses natural language processing, automatic speech recognition, advanced dialog management, deep learning and machine learning has the ability to engage in human-like dialogue, capturing context and providing intelligent responses. Today's AI-based chatbots can have full-blown communication that leave people feeling like they finished having a conversation with a person. Conversational AI is a key for many brands that wish to improve the customer experience as it can help them connect with their consumers in the channels they use the most and it can provide personalized experiences that are quicker and more convenient than traditional ways of interacting with brands. Conversational AI & Customer Experience is a 1-day networking event that will invite visionary speakers, industry experts, innovative chatbots, and conversational AI technology providers on one platform and facilitate the discussion pertaining to the current trends, Future Innovation, Policies, and Regulations in the field of Conversational AI.

Why choose us

Apart from providing a platform to discuss the evolution of Conversational AI and how the future of Artificial intelligence looks like, we also invite innovative solution providers to showcase their products and help us understand how their technology can help in solving various issues faced by the businesses. With cross-industrial networking and detail-oriented case studies, our conferences are memorable experiences to take home for both speakers and attendees.

Who should attend

- Digital Transformation & Strategy
- Marketing
- Technology
- Innovation
- Brand Management
- Product
- Customer Experience
- Customer Success
- Designer and Researcher
- Solutions Delivery
- ICT Architecture & Engineering
- Speech Applications Research
- Enterprise CRM Architect
- Audio Signal Processing
- Customer Service
- Client Services
- Operations
- Call Center
- Sales
- General Manager
- Artificial Intelligence
- Data Scientists

Industries



Banking



E-commerce



Automotive



Education



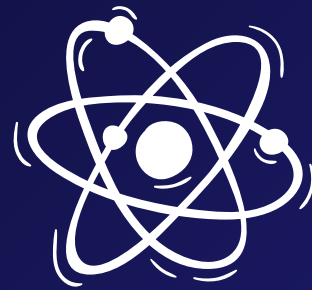
Healthcare



Telecom



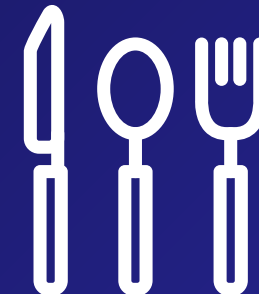
Consultancy



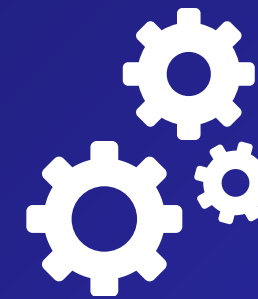
Technology



Internet



Hospitality



Manufacturing



Logistics

Topics to be covered

- Architecting Scalable Conversational AI Platforms for Enterprise Applications
- Leveraging Large Language Models (LLMs) for Real-Time Customer Interactions
- Integrating Multimodal AI (Text, Voice, Image) in Customer Experience Workflows
- Data Privacy and Security Best Practices for Conversational AI Deployments
- Advanced Natural Language Understanding (NLU) for Multilingual Markets
- Optimizing AI-Powered Chatbots with Continuous Learning and Feedback Loops
- Implementing AI Orchestration for Seamless Omnichannel Customer Journeys
- Measuring and Improving Conversational AI Performance with Analytics and Metrics
- Generative AI for Automated Content Creation in Customer Interactions
- Deploying AI Agents with Robust Failover, Monitoring, and Governance Controls
- Designing Context-Aware AI Agents for Personalized Customer Experiences
- Building Robust Conversational AI Pipelines with Cloud-Native Architectures
- Applying Reinforcement Learning to Improve AI Dialogue Management
- AI-Driven Sentiment and Emotion Analysis for Real-Time Customer Support
- Ensuring Explainability and Transparency in Generative AI for CX
- Automating Knowledge Base Updates with AI-Powered Information Retrieval
- Implementing Secure API Integrations for Enterprise Conversational AI Systems

Sponsors & Partners

Presenting Partner



Co-presenting partner



Gold Partner



Gold Partner



Sponsors & Partners

Gold Partner



Exhibitor



Community Partner



Community Partner



Speakers



ADJIE WICAKSANA

Chief Innovation
Officer



DEWANTORO BIMO

Marketing VP



**MAULIDIN PAMUR
DHANI**

VP People Journey and
Enabler Management



DR. KARTINA SURY

Senior Fellow



**I GEDE DARWIN
ATMA WINARTA**

Head of Digital
Transformation



**ANDRIES K.
INDRAJAYA**

Vice President Of
Technology



ABHIJIT MHETRE

EVP, Corporate
Marketing



DANU PRASETYO

Head of Loyalty and CRM



EDY SUSANTO

Director of IT



Speakers



RICKENT PUTRA HAKI

Vice President of
Technology



SANDRA SAMUEL

Head of Department,
Customer Service
(Malaysia & Singapore)



GRACE VITA N

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



**ALEXANDER
ZULKARNAIN**

Chief Marketing Officer



YANUAR REZQI

Co-Founder



CAHYADI POERNOMO

Director & Chief Customer
Management Officer



**AGALLISO MARIO
RAINTUNG**

Head of Customer
Experience FWD Insurance



VIKA INDRIYASARI K

SEA Commercial
Director



WEI JIE KWAN

VP, Customer Success &
Business Insights



Speakers



NACHIKET PATHKI

Vice President of
International Growth



KARIN Z.

Chief Customer &
Marketing Officer



LOUIS TEOH

Regional Director,
Commercial
Operations APAC



TIKA SYLVIA

Chief Marketing
Officer



**ARIAN ACHMAD
PRASETIO**

Head of Customer
Service & Experience



HENDRO LIM

Vice President of
Operations



RIZKI RIZNAWANDI

Head of Network
Development



RAUNAK MEHTA

Co-Founder and Chief
Executive Officer



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 Zulkarnean 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 Kwan - 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 - BAIC Indonesia
4:20 to 4:25	Q&A Session	

4:25 to 5:05	🔊 Panel Discussion 3	
Moderator Raunak Mehta - Igloo	Topic: The Road Ahead: Scaling Conversational AI in Indonesia and ASEAN – Strategies, Ethics, and Innovation	Panelist • 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 • Kaautam 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

Our Past Attendees

 Pine Labs



 **FINETIKS**
Better Financial Life

 **ecoCare**
Group Company

 **THE BRIDGI
ACADEMY**
TRAINING & CONSULTING

 **DANA**


Z O H I O

 **KANMO** GROUP

 **BANK MAS**
PT BANK MULTIARTASENTOSA Tbk





 **Telkom
Indonesia**
the world in your hand



 **fair**

















 **mekari**

 **Shipper**









 **AUTOMATTIC**

















Our Previous Partners

Previous Events Highlights



About Altrusia

We are a Global event company committed to providing an unparalleled experience

We are a group of seasoned specialists, passionate about curating unforgettable experiences that inspire. With accomplished event producers and some of the most creative minds in the industry, we organize industry-tailored conferences covering a wide range of topics that help provide a platform to the end-users and solution providers, hence fostering collaboration.

Contact Us

 **Email Us**

Shivam.natekar@altrusiaglobal.com

 **Call Us**

[+91 9967996461](tel:+919967996461)

General Enquiry :

chiranjeevi.kudumula@altrusiaglobal.com

For Sponsorship :

riddhi@altrusiaglobal.com

 **Visit for more info**

www.Altrusiaglobal.com

 **Follow us on**



To Register :

akshay.madri@altrusiaglobal.com

For Speakers :

atul@altrusiaglobal.com

*the event will be held in English