

## Day One: Tuesday, October 10th

9:00am - 10:00am	<b>Breakfast &amp; Registration</b>
10:00am - 11:00am	<p><b>The Future of Customer Service Is Here</b></p> <p>Gadi Shamia, CEO and Co-Founder, Replicant</p> <p>The contact center of the future is here. CX leaders are quickly moving toward a vision where AI resolves more calls and agents focus on issues that truly require human assistance. So what's next? What is the tech stack of the future? And what new CX possibilities are being unlocked?</p>
11:00am - 11:30am	<p><b>Behind the Hype: Fireside Chat with OpenAI</b></p> <p>Brad Lightcap, COO, OpenAI</p> <p>ChatGPT has become the fastest-growing app in history and a force multiplier for AI. In this session, OpenAI will share insights and learnings from their rapid growth, with topics like the future of AI, how automation is transforming work, and what OpenAI is doing to make AI safer.</p>
11:30am - 11:45am	<b>Break</b>
11:45am - 12:10pm	<p><b>Automation At the Center Of Hippo's Customer Experience</b></p> <p>Camille Rosales, Vice President, Customer Support, Hippo Insurance</p> <p>Hippo is in hypergrowth mode after a recent IPO, and AI has moved to the top of their CX strategy. But why now? Camille will break down why and how Hippo is prioritizing automation to benefit both customers and agents while improving their short and long-term competitive strategy.</p>
12:10pm - 12:55pm	<p><b>Pulse Check: Key Findings From the 2023 State of Care Report</b></p> <p>Eric Buesing, Partner, McKinsey Josh Wolff, Partner, McKinsey</p> <p>McKinsey will present research and key trends from their recent "State of Care" survey, which shows why AI and automation are becoming the top priorities for CX leaders across industries.</p>
12:55pm - 3:00 pm	<b>Hour Lunch &amp; Surprise Activity</b>
3:00pm - 3:50pm	<p><b>Reimagining the Agent of the Future</b></p> <p>Angie Makein-Ashuk, Road Service Supervisor, CAA Manitoba Chris Monks, Manager of Contact Center Operations, Love's Cory Simpson, Management Information Analyst, ECSI Nayan Mehta, VP of Customer Success, Replicant</p> <p>Over the last 20 years, the predominant strategy to address high volumes of customer calls has been cheap labor that relies on heavy process and scripting. Unsurprisingly, this led to decreased customer satisfaction, reduced agent pay and increased attrition. This panel of contact center leaders will explore how AI is changing the role of agents.</p>
3:50pm - 4:10pm	<b>Break</b>
4:10pm - 4:30pm	<p><b>Agents Transformed: Lessons From Love's Travel</b></p> <p>Brien Mikell, Director of Customer Engagement and Contact Center Operations, Love's</p> <p>Learn how Love's Travel refocused their agents, improved their CX, achieved a leaner tech stack, and lowered costs and operational headaches with AI. See which contact center metrics were impacted the most and what's next on their automation roadmap.</p>
4:30pm - 5:00pm	<p><b>You're Not Hallucinating: Demystifying Generative AI</b></p> <p>Benjamin Gleitzman, CTO &amp; Co-founder, Replicant</p> <p>While recent advancements in generative AI have been wildly impressive, there have also been many documented examples of its risks. Learn how contact centers can harness the power of large language models to improve CX without compromising security.</p>
6:00pm - 9:00pm	<b>Resolve Party! Cocktails, Dinner and Music!</b>

## Day Two: Wednesday, October 11th

9:00am - 10:00am	<b>Breakfast</b>
10:00am - 10:45am	<p><b>Replicant 2.0: From Incredible to Inevitable</b></p> <p>Benjamin Gleitzman, CTO and Co-founder, Replicant Meghna Suresh, Head of Product, Replicant Tanya Weigelt, AVP - Automotive, CAA Club Group</p> <p>The next generation of Replicant resolves more calls, offers contact centers even more customization, and makes automation even more secure. See what's new in the Replicant platform and what futuristic features are coming soon.</p>
10:45am - 11:00am	<b>Break</b>
11:00am - 11:45pm	<p><b>From A to Z: The Real-World Journey to an Automation-First Contact Center</b></p> <p>Sai Vishnubhatla, Head of Product Management, Hippo Insurance Lucas Melicoff-Byrnes, Senior Director, Center Operations, Tivity Health Scott Beechuk, Partner, Norwest Ventures</p> <p>The transformative impact of automation is well-documented. But getting there is not always a straight line. From decisions like building vs. buying, choosing a use case, and communicating a project's goals clearly, learn how Hippo and Tivity Health plan their journeys.</p>
11:45am - 12:15pm	<p><b>The Resolution Recipe: How Great Conversation Design Delivers and Delights</b></p> <p>Kevin Geck, Principal Solutions Manager, Replicant</p> <p>Conversation design is where the art of customer service meets the science of AI. Learn how Replicant's deep expertise across scripting, flow design, machine learning, and integration leads to great resolution outcomes for our customers and their callers.</p>
12:15pm - 1:00pm	<b>Lunch</b>
1:00 - 1:45	<p><b>The AI "Why": Achieving a Customer-First Innovation Culture</b></p> <p>Sangeetha Rai, VP, Technology Customer Success, Northwestern Mutual Weiping Peng, Distinguished Engineer, Airbnb Gadi Shamia, CEO and Co-founder, Replicant</p> <p>With AI top-of-mind for every CX leader, learn how Northwestern Mutual and Airbnb have reimagined their contact center strategies to emphasize automation, reimagination-first culture, and secure AI applications that keep the customer's needs front and center.</p>
1:45pm - 2:00pm	<p><b>Thank You</b></p> <p>Gadi Shamia, CEO and Co-founder, Replicant</p>
2:00pm - 2:45pm	<p><b>The Burnout Fix: Replacing Chaos With Control</b></p> <p>Dr. Jacinta M. Jiménez, Author, Best-Selling Author</p> <p>Customer service professionals are highly susceptible to burnout, from the agent level all the way up to the leadership level. Best-selling author Dr. Jiménez will detail how leaders can take small steps to bring control back to a chaotic and unpredictable environment.</p>