

 **WELCOMHOTEL BY ITC HOTELS, BENGALURU**

 **10TH JULY, 2025 | THURSDAY**

TIMING	TOPICS	SPEAKERS
6:00 PM - 6:30 PM	Registration	
6:30 PM - 6:45 PM	Overview of summit objectives and theme introduction	Sandipan Ray , Founder, CXNet
Keynote Session		
6:45 PM - 7:00 PM	Real Estate 3.0: Delivering Seamless CX in the Age of Tokenized Assets.	Avinash Rao , Founder, Alt DRX
Power Talk		
7:00 PM - 7:40 PM	Reimagining CX! Rethinking AI! From Conversation to the Core.	Mridul Srivastava , Advisor CXNet
Panel Discussion		
7:40 PM - 8:00 PM	Balancing Automation and Human Touch: Achieving the Perfect Blend for AI-Driven Customer Experience	Mridul Srivastava , Advisor, CXNet - Moderator Uden Bhutia , Vice President - Brand and Marketing, Ujjivan Small Finance Bank Tushar Joshi , Transformation Director - CS&Q, Schneider Electric Linish Theodore , Director - CX, Smallcase Viral Bansal , Head - People & Culture Customer Experience, CheQ
Expert Insight		
8:00 PM - 8:15 PM	AI-Powered Conversations: Shaping the Future of Intelligent Customer Engagement	Shams Zaman , Customer Solution Expert, Avaya
8:15 PM - 8:30 PM	Closing Note	
8:30 PM Onwards	Networking Dinner	