FUTURE OF CUSTOMER DATA & REAL-TIME PERSONALIZATION

APAC EDITION



Date - 29th October 2026
Time - 1000 HRS SGT

OPENING REMARKS - 10:00 - 10:05

Keynote 01 **10:05 – 10:20**	AI in Customer Success & Support: Driving Proactive Engagement, Operational Efficiency, and Customer Retention	**Parmeet Kaur** VP Technical Support PALO ALTO NETWORKs	**Q&A** **10:20** **10:25**
Keynote 02 **10:25 – 10:45**	Marketing in an Agent-First world: From Foundations to Action	**Robert Rizman** Sr. Solutions Consultant - APJ Tealium	**Q&A** **10:45** **10:50**
	Break - 10:50 - 10:55		
Keynote 03 **10:55 – 11:10**	Personalizing finance for underserved Customers	**Aian Gunzon** Chief Marketing Officer Global Dominion	**Q&A** **11:10** **11:15**
Keynote 04 **11:15 – 11:30**	Anticipating Customer Needs — How AI Is Redefining Customer Experience in Insurance	**Ajeshkumar Charuvilla** Head of Customer Experience Ageas Federal Life Insurance	**Q&A** **11:30** **11:35**

CLOSING REMARKS - 11:35 - 11:40