
Event Agenda

16th Annual GTACC CX & EX Conference: Service at the Speed of Change

Wednesday, November 05, 2025

7:30 AM - 8:30 AM	Registration
8:30 AM - 9:00 AM	Opening Remarks Location: Hall AB
8:30 AM - 9:00 AM	Backpack Challenge update Location: Hall AB
9:00 AM - 9:45 AM	Morning Keynote Location: Hall AB
9:50 AM - 10:15 AM	Hear from our Charities! Location: Hall AB
10:15 AM - 10:55 AM	Wellness Break / Networking / Connecting with our Sponsors in the GTACC Café Location: Hall CD
11:00 AM - 11:50 AM	From Launch to Lasting Impact: What Makes Contact Centre Tech Transformations Succeed. Location: Hall AB Moderator: Mike Aoki ; Speakers: Sephora Sciara, Pier Ragone, Neil Jain
11:00 AM - 11:50 AM	Tech Panel A - Experience Redefined: Where Real-World CX Meets AI Location: Hall E Moderator: Ian Tarrant ; Speakers: Dave Hoekstra, Sheila Smith, David Jennings
11:00 AM - 11:50 AM	AI Without Fear: Leading the Future with Confidence & Clarity Location: Hall F Moderator: Clare Santos ; Speakers: Derek Bell, Daniel Cheung, Sasith Fernando
12:00 PM - 12:55 PM	Lunch
1:00 PM - 1:50 PM	Contact Centre – Current Challenges, Future Opportunities Location: Hall AB Moderator: Afshan Kinder ; Speakers: Mike Boodhoo, Jonathan Lau, Celina De Bruge
1:00 PM - 1:50 PM	Power of Giving Back – The positive impact for you and your teams! Location: Hall E Moderator: Lorraine Williams ; Speakers: Helen Ashton, Andrew Ligama, Ashlynn Newman
1:00 PM - 1:50 PM	Strategic Tech in CX/EX – Navigating the Future Workforce Location: Hall F Moderator: Nygel Weishar ; Speakers: Nathan Parker, Kevin Jolliffe, Martin Gauthier, Manish Singh
2:00 PM - 2:50 PM	Executive Fireside Chat: Leading yourself, your teams during times of change Location: Hall AB Moderator: Lisa Running ; Speakers: Eric Scipio del Campo, Neal Dlin
2:00 PM - 2:50 PM	Tech Panel D – Service at the Speed of Change Location: Hall E Moderator: Brad Czumaczenko ; Speakers: Neil McAlpine, Randy Clapp, Indy Navaratnam
2:50 PM - 3:10 PM	Wellness Break / Networking / Connecting with our Sponsors Location: Hall CD

3:10 PM - 3:20 PM

Prizes from our sponsors!

Location: Hall AB

3:20 PM - 4:10 PM

Afternoon Keynote - Say YES to What's Next: Service at the Speed of Change

Location: Hall AB

Speaker: Heather Arthur

4:10 PM - 4:45 PM

Wrap-up, Closing Remarks and just a few final prizes!

Location: Hall AB