

GTACC 2024 - Agenda - Human Intelligence

Time	Session
7:30 – 8:30 a.m.	Registration
8:30 – 9:00 a.m.	<p style="text-align: center;">Opening Remarks Hall AB</p> <p>Welcome and Opening remarks: <i>Sangeeta Bhatnagar</i>, SB Global/GTACC Co-hosts: <i>Tara Sevigny</i>, Alterna Savings and <i>Adam Coletta</i>, CIBC Land Acknowledgement: <i>Raaghav Bhatnagar</i>, Student Volunteer Backpack Challenge update: <i>Victoria Imola</i>, MCAP, GTACC Giveback Lead</p>
9:00 – 9:45 a.m.	<p style="text-align: center;">Morning Keynote Hall AB</p> <p><i>Dr. Dana Sinclair</i>, Author of Dialed In</p>
9:50 – 10:15 a.m.	Hear from our Sponsors! Hall AB
10:15 – 10:55 a.m.	Wellness Break / Networking / Connecting with our Sponsors in the GTACC Café Hall CD
11:00 – 11:50 a.m.	<p style="color: red;">Hall AB</p> <p>Mental Health and Well-being</p> <p>Facilitator: Jeff Doran, Founder, CCEOC</p> <p><u>Speakers:</u> Maryann Kerr, CEO, <i>Children’s Aid Foundation</i> Sarah Hines, CEO, <i>Grief Advocacy</i> Jenn Lennox, VP HR, <i>AutoCanada</i></p>
	<p style="color: red;">Hall E</p> <p>Tech panel Human Intelligence and the AI Intersection</p> <p>Facilitator: Anu Aduvala, Director of Continuous Improvement, <i>Aviso</i></p> <p><u>Speakers:</u> Quinn Agen, Vice President Business Development, <i>Omilia</i> Larry Skelly, Technical Fellow & Director Innovation, <i>Online Business Systems</i> Tracy Fleming, Customer Experience Practice Leader, <i>Zoom</i> Dave Hoekstra, Product Evangelist, <i>Calabrio</i></p>

Time	Session
	<p>Hall F</p> <p>Tech panel Human Intelligence and the AI Intersection</p> <p>Facilitator: Michael Wiesblatt, VP Sales Leader Canada, <i>Genesys</i></p> <p>Speakers: Derek Bell, Senior Director of Product Management, <i>ProcedureFlow</i> Erik Delorey, Director of Innovation, <i>Miratech</i> Brad Czumaczenko, CCaaS Consultant, <i>StarTelecom</i> David Bolefski, Principal Solution Lead for AI in Canada, <i>Genesys</i></p>
<p>12:00 p.m. - 12:55 p.m.</p>	<p>LUNCH</p> <p>Another chance to meet with our amazing sponsors in the GTACC Café!</p>
<p>Breakout Workshops</p> <p>1:00 - 1:50 p.m.</p>	<p>Hall AB</p> <p>Power of Giving Back - The positive impact for you and your teams!</p> <p>Facilitator: Victoria Imola, VP Customer Care, <i>MCAP</i></p> <p>Speakers: Anmarie Greer, VP Customer Care, <i>OLG</i> Pavanpal Virdee, Director Customer Experience, <i>Home Trust</i> Stephanie Gomez, VP Marketing, <i>ProcedureFlow</i> Humberto Diaz, Sales Professional</p> <hr/> <p>Hall E</p> <p>Turning Conflicts into Compliments: Handling Challenging Customer Escalations</p> <p>Mike Aoki, President, <i>Reflective Keynotes</i></p> <p>About the session: Discover the most effective communication skills needed to help Team Leaders and Managers handle escalated customer service situations with confidence. Discover how to turn dissatisfied customers into loyal advocates, reducing the need for escalation to senior leadership. By developing these skills, you can enhance operational efficiency and meet executive expectations. This session is designed specifically for directors, managers, and team leaders aiming to elevate their customer service and escalation management skills to the next level.</p>

Time	Session
	<p>Hall F</p> <p>Tech Panel Human Intelligence and the AI Intersection</p> <p>Facilitator: Anu Aduvala, Director of Continuous Improvement, <i>Aviso</i></p> <p>Speakers: Gautam Bakshi, CEO, <i>15Rock</i> Geoff Huang, VP Product Go To Market for Webex, <i>Webex by Cisco</i> Sasith Fernando, Managing Director, <i>Activeo</i> Daniel Cheung, VP, Enterprise Partnerships, <i>ContactPoint 360</i></p>
<p>Breakout Workshops</p> <p>2:00 – 2:50 p.m.</p>	<p>Hall AB</p> <p>Fireside Chat: The Adaptive Leader: Leading yourself, your teams during times of change</p> <p>Facilitator: Sangeeta Bhatnagar, <i>SB Global / GTACC</i></p> <p>Speakers: Heather Arthur, VP Contact Centres, <i>Scotiabank</i> Chinyere Eni, Head, RBC Origins Personal & Commercial Banking, <i>RBC</i></p>
	<p>Hall E</p> <p>Workshop - Navigating AI Adoption: How to Drive Business Value</p> <p>Speaker: Nygel Weishar, VP Service Enablement, <i>CI Global Asset Management</i> Martin Cheung, VP, Digital Transformation & Automation, <i>CI Global Asset Management</i></p> <p>About the session: Artificial intelligence (AI) is transforming every industry and creating new opportunities for innovation and growth. However, adopting AI is not without its challenges. How can organizations leverage AI to drive business value while ensuring ethical, transparent, and responsible use of the technology? In this session, you will learn from experts who have successfully implemented AI solutions in various sectors and domains. You will discover best practices, common pitfalls, and practical tips on how to navigate AI adoption and maximize its potential.</p>

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	<p>Hall F</p> <p>Tech panel Human Intelligence and the AI Intersection</p> <p>Facilitator: Afshan Kinder, CEO, <i>Switchgear Ltd and elevate2Great</i></p> <p><u>Speakers:</u> Parikshit Kalra (PK), Principal Consultant, Business Transformation, <i>HGS</i> Randy Clapp, GM Canada, <i>AmplifyAI</i> Ben Bowen, Director of Sales Operations, <i>Wilmac</i> Adam Seens, Advanced Solutions Specialist, <i>Avaya</i> Pedro Sa Silva, Principal AI Product Manager, <i>Talkdesk</i></p>
<p>2:50 – 3:20p.m.</p>	<p>Wellness Break / Networking / Connecting with our Sponsors Hall CD</p>
<p>3:10 – 3:20 p.m.</p>	<p>Prizes from our sponsors!</p>
<p>3:20 – 4:10 p.m.</p>	<p>Hall AB</p> <p>Leadership Roundtable: Leading teams – Leveraging AI/Tech to Support Human Intelligence The Intersection of People & Technology for GREAT CX/EX</p> <p><u>Speakers:</u> Clare Santos, Director, Knowledge & Quality, Customer Experience, <i>Aviso</i> Chi Wen Liang, Director, Client Services, <i>Questrade</i> Amit Sonnilal, VP Customer Channels, <i>Capital One</i> Navi Sandhu, Director, Tier 2 Customer Care, <i>Rogers</i></p>
<p>4:10 – 4:45</p>	<p>Hall AB</p> <p>Wrap-up, Prizes and Closing Remarks and just a few final prizes!</p> <p>Giveback final numbers</p>