



# DIGITAL DIALOGUE 2019

Make Customer Experience Your Business

## Agenda

### Day 1: September 13

11.00 – 12.00 Hrs.	Departure from Mumbai
15.00 – 16.00 Hrs.	Arrivals & Check Ins
16.00 – 17.00 Hrs.	Registrations, High Tea & Networking
17.00 – 17.10 Hrs.	Welcome Address: <b>Srikanth RP</b> , Editor, Express Computer
17.10 – 17.40 Hrs.	Welcome Keynote: Make Customer Experience Your Business <b>Ram Seshadri</b> , Director, Solution Consulting, Adobe Systems
17.40 – 18.00 Hrs.	Industry Keynote 1
18.00 – 18.30 Hrs.	Panel Discussion: Customer Experience Management: Nuances, Challenges & Best Practices
18.30 – 18.45 Hrs.	Industry Keynote 2
18.45 – 19.00 Hrs.	Industry Keynote 3
19.00 – 19.30 Hrs.	Leisure Time
19.30 – 22.30 Hrs.	Digital Dialogue Celebrations & Dinner

### Day 2: September 14

07.00 – 08.00 Hrs	Nature Walk (Self)
08.00 – 09.15 Hrs.	Power Breakfast
09.15 – 09.30 Hrs.	Transition to Conference Room
09.30 – 10.45 Hrs.	Digital Experience Masterclass
10.45 – 11.15 Hrs.	Panel Discussion: Driving insights from your customer data to deliver unparalleled customer experience
11.15 – 11.20 Hrs.	Summary & Vote of Thanks : <b>Ram Seshadri</b> , Director, Solution Consulting, Adobe Systems
11.20 – 12.00 Hrs.	Motivational Talk: Power of 1: <b>Jonty Rhodes</b> , Legendary Cricketer
12.00 – 12.15 Hrs.	Photo - op with Jonty Rhodes
12.15 – 13.00 Hrs.	Networking Lunch
13.00 Hrs. Onwards	Departures

\* Agenda is subject to change

## RSVP

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