#TresconCX



Demystifying CX in India's Thriving Digital Ecosystem

POST-EVENT REPORT

worldcxsummit.com/india

WCXS Overview



The 10th edition of the World CX Summit, held in India, was a remarkable success bringing together top CX experts and industry leaders. The event provided actionable insights and strategies for navigating the dynamic CX landscape.

This transformative event shifted the spotlight on limitless potential of adopting emerging CX solutions underscoring their transformative effect across industrial verticals through engaging keynotes, panel discussions, and tech talks. The event acted as a catalyst for innovation and progress, fostering a powerful dialogue that is poised to reshape India's technological landscape.

Show at a Glance

250+
Attendees

30+
Media Partners

25+
Speakers

10+
Exhibitors

24
Sessions

Themes In Focus

- Future of CX
- Digital Transformation
- Cybersecurity
- Personalization
- Sustainability
- Transparency & Trust
- CX Transformation
- CX: Battle of ROI
- Amplifying Total Experience
- Collaborative Intelligence
- Conversational CX
- CX Maturity

SPEAKERS



GOLOK KUMAR SIMLI
Principal Advisor and
Chief Technology Officer,
Ministry of External Affairs, India



SUHAIL GHAI
Chief Digital & Information
Officer,
Max Life Insurance



HARSHAVARDHAN CHAUHAAN
VP, Chief Marketing &
Omnichannel Officer,
Spencer's Retail & Nature's Basket



AJAY NAMBIAR
Chief Operating Officer at PYP;
Chief Service Officer at
M3M India Pvt Ltd



AKASH JAGGI
Global Director –
Customer Delivery Experience &
Digital Transformation,
Schneider Electric



RAHUL TANDON
Chief Customer Service Officer,
Ecom Express Limited



ANKIT GOENKA
Head of Customer Experience,
Bajaj Allianz General Insurance
Co. Ltd.



BRIAN BISCHOFF
General Manager and SVP -
Genesys Cloud CX



NIKHIL ASOPA
Head of Customer Service,
Tata Neu



PRANSHU RASTOGI
Head of Customer Experience,
Jubilant FoodWorks Ltd

SPEAKERS



AASHISH CHANDRA
Chief Digital & Technology Officer,
The Body Shop



SAMUEL GIER
Customer Experience Lead – India, Nothing



PIYUSH JOSHI
Head of Products – Digital Platforms & CX,
Policybazaar.com



RAJDEEP CHARAN
Head of CX & CRM,
Eureka Forbes Ltd



DILPREET SINGH
Head - CRM Loyalty and Analytics,
ITC Limited



AALOK R PRADHAN
Director Customer Success and Experience,
CoinDCX



SHWETA SRIVASTAVA
Head IT Applications & Customer Experience,
JK Cement Ltd



ANUBHAV MEHROTRA
VP – Human Resources and Customer Experience,
Tata 1mg



HARKARAN SINGH SAHNI
Head- Service Excellence & Patient Experience,
Apollo Hospitals



ASHISH SHUKLA
Head of Customer Experience,
Flipkart

SPEAKERS



SAMEER NARKAR
Founder and CEO,
Konnect Insights



JOE EMMANUEL
VP – Products, Global Business Development and Presales,
Route Mobile Limited



NIRUPAM SRIVASTAVA
VP & Head of Strategy,
New Initiatives,
Deep-Tech, AI & CX,
Hero Corp



SHYAM KRISHNAN
VP - Customer Experience,
Exotel



SAURABH CHANDRE
AVP and Head – Sales – CX (India , APAC and MECAA),
Tata Communications



POOJA UJWAL T MAKHIJA
Executive Director and Co-Founder,
Phonon Communications Pvt Ltd.



KUSHAGRA GOSWAMI
Sr Advisory Solution Consultant,
ServiceNow



HARSHNI SREEDHAR
Director of Strategic Partnerships (APAC & MEA),
Uniphore



YASH SULTANIA
Co-Founder & CEO,
Survey2Connect



DEEPAK JHAVAR
Chief Revenue Officer (CRO)
Saarthi.ai

Glimpse of The Event



Glimpse of The Event



Keynote



Panel Discussion



WORLD CX AWARDS

Harkaran Singh Sahni
Apollo Hospitals Enterprise Ltd

Kiran Samudrala
Equifax

Saumya Chopra
Phonepe

Aashish Chandra
The Body Shop

Mayank Jain
Swiggy

Srinivasan Kuselan
Barco Electronic Systems Pvt Ltd

Manoj Srivastava
Easemytrip

Yogendra Singh
Barista Coffee Company Ltd

Prateek Anand Shrivastava
IDFC First Bank

Zahid Ansari
Forever New

Anamika Chatterjee
Hero Fincorp Ltd

Divya Gupta
Dyson

Amit Kapoor
Pristine Group

Dominic Vijay Kumar
Art Housing Finance (India) Ltd

Amar Jyoti
Upgrad Abroad

Arun Joy
Kotak Life Insurance

Ajay Nambiar
M3m India Pvt Ltd

Madhvi Kumari
Angel One Ltd

Adrian Robertson
Indiafirst Life

Harshavardhan Chauhaan
Spencer's Retail

Samuel Gier
Nothing Technology

Balvinder Singh Banga
Ritco Logistics Ltd

Anubhav Mehrotra
Tata 1Mg

Pranshu Rastogi
Jubilant Group

Vikas Yadav
International Tractors Ltd

Vijay Bhat
GLS Group

Nitin Dhingra
Hindware Ltd

Ajit Kumar
Snapmint

Naimish Sinha
Easemytrip

Kv Dipu
Bajaj Allianz Gic

WORLD CX AWARDS

Rajesh Bhardwaj
Medanta

Raveendra Singh
Hippo Stores

Sourabh Rai
Kotak Mahindra Bank Ltd

Shubham Anand Sharmaa
Cardekho

Abhishek Kumar
ICICI Securities Ltd

Ashish Shukla
Flipkart Internet Pvt Ltd

Prashanth Kumar
Accor Plus

Siddharth Shanker Vaish
Varun Beverages

Shirish Agarwal
Panasonic

Gaurav Loria
Apollo Hospitals Enterprise Ltd

Ankush Bhatla
Lixil India Pvt Ltd

Ranjit Kumar
Ninjacart

Rajkumar Ayyella
Kec International Ltd

Rajeev Gupta
Air One Aviation Group

Kushal Kumar Varshney
Virescent Infrastructure

Deepak Singh
Apparel Training & Design Centre

Rohit Lamba
Jindal Steel And Power

Shitiz Dogra
Indigo

Sanjay Verma
Ester Industries Ltd

Kamal Hingorani
Spicejet

Lokendra Saini
Easemytrip

Shruti Handa
Mankind Pharma

Pooja Chatrath
Oncquest Laboratories Ltd

Ravi Yadav
Delhivery

Nitin Mago
Bata India

Sameer Chibber
Pramerica Life Insurance

Samir Vakharia
Mahindra & Mahindra Automotive

Mukesh Kumar
City X-Ray & Scan Clinic

Shashi Ranjan
Dr Lal Pathlabs Ltd

Nilesh Borgharkar
People Interactive

WORLD CX AWARDS

Lokanath Dash
Care Hospitals

Parag Lokhande
Kotak Securities

Deepak Behl
Holiday Inn New Delhi International Airport

Ronak Sheth
360 One

Rahul Tandon
Ecom Express Ltd

Taj Anwar
Vodafone Idea Ltd

Gaurav Rawat
HDFC Ergo General Insurance

Vineet Jain
V-Mart Retail Ltd

Dinesh Mehra
American Express

Abhishek Sinha
House of Beauty

Tejasvi Singh Kushwah
Healthplix

Sarthak Seth
Tata Realty & Infrastructure Ltd

Neha Chawla
ICICI Securities Ltd

Amit Shethia
GTPL Hathway Ltd

Saurabh Shrivastava
Park+

Anuj Bahuguna
Spicexpress And Logistics Pvt Ltd

Prashant Khairnar
Shriram Pistons & Rings Ltd

Prasenjit Mukherjee
Jwil Infra Ltd

Anup Sarma
Angel One Ltd

Kesana Srinivasa Rao
Amara Raja Group

Bharat Bhushan
Kohler India

Shammi Raghuvanshi
Reliance Retail

Manish Gaur
Aqualite

Puneet Chopra
Takeda

Rachit Mishra
CJ Darcl Logistics Ltd

Yogender Verma
Carzonrent India Pvt Ltd

Riji K
Kinara Capital

Santosh Chand
AirAsia India

Manya Punyani
Fidelity International

Manjula Singh
Tata Realty And Infrastructure Ltd

WORLD CX AWARDS

Roman Rafiq
GT Solutions

Rohit Gaur
India Shelter Finance Corporation Ltd

Rahul Chopra
Pnb Metlife India Insurance Co Ltd

Punit Chahar
Olx Autos

Saurabh Nagpal
Philips

Sumanta Ghosh
Airasia India

Social Media Outreach

LinkedIn

40000+

Facebook

10000+

Twitter

10000+

Impression

3000+

Clicks

900+

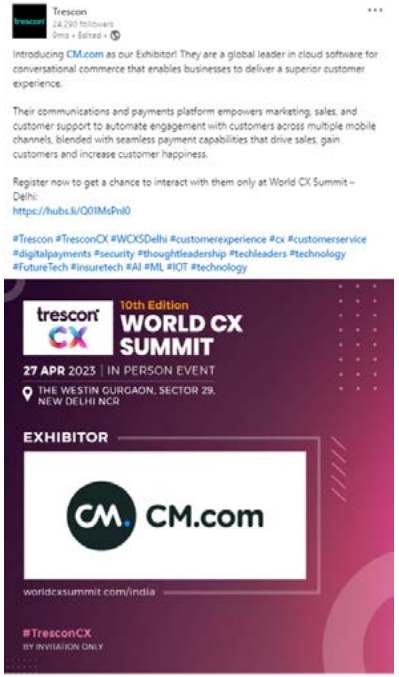
TOTAL SM POSTS: 426

Total engagement (no of retweets, like etc)

Social Media



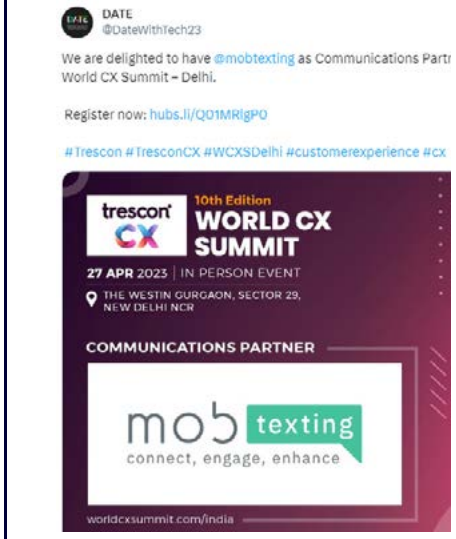








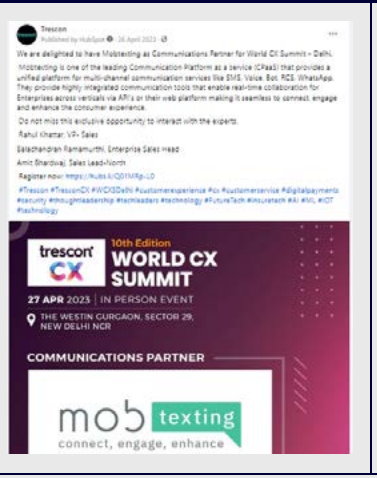


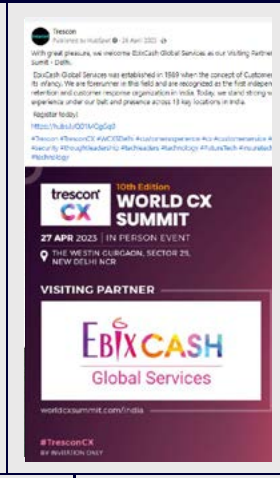




Social Media













Media Outreach

30+
MEDIA REPRESENTATIVES

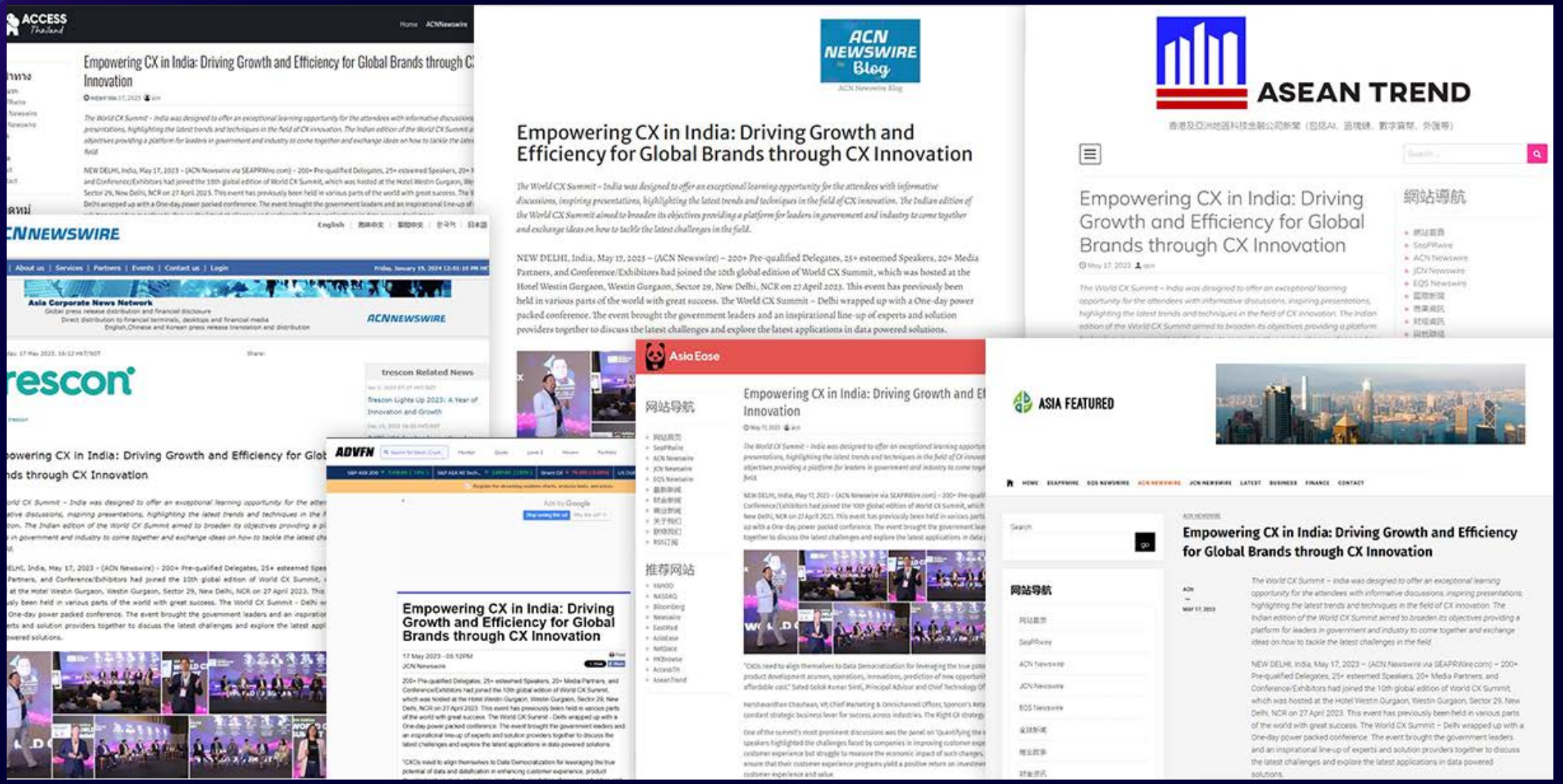
1500+
WORLDWIDE ARTICLES

100M
DIGITAL IMPRESSIONS

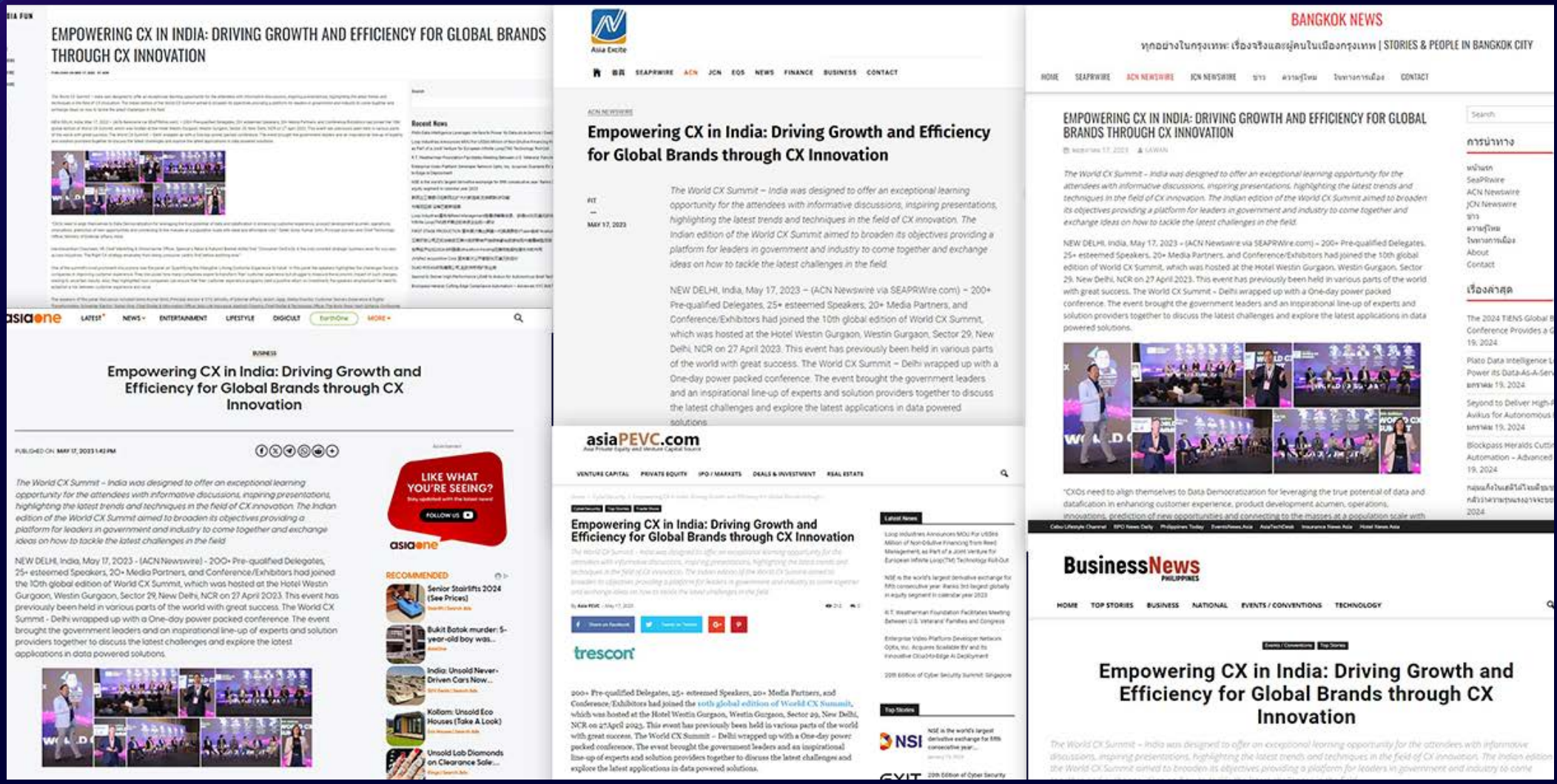
30000+
ENGAGED SOCIAL MEDIA COMMUNITY

1M USD
GENERATED VALUE OF PR

Media Coverage

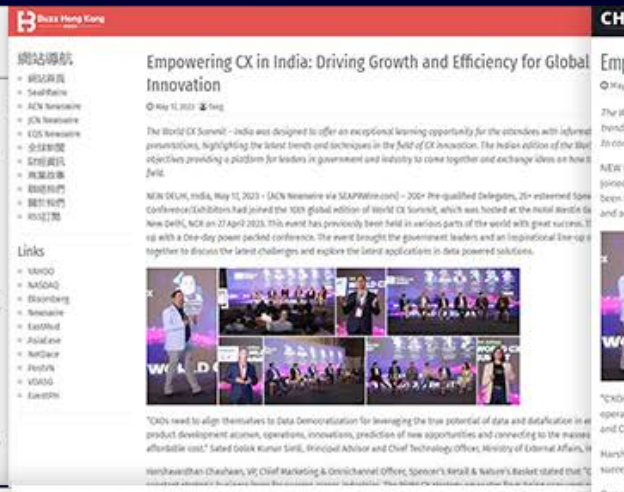


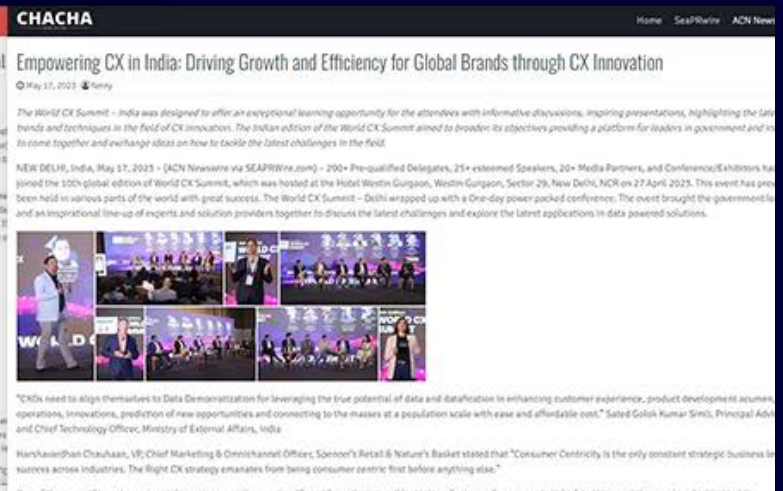
Media Coverage



Media Coverage













PARTNERS

GOLD PARTNERS

TATA COMMUNICATIONS

GENESYS

servicenow

uniphore

SILVER PARTNERS

exotel

routemobile
communication simplified

KONNECT INSIGHTS

phenon.io
AUTOMATINGCOMMUNICATION

Saarthi.ai

SURVEY2CONNECT

PARTNERS

BRONZE PARTNERS

kaleyra

SITECORE | vertis digital

COMMUNICATIONS PARTNER

mob texting
connect, engage, enhance

EXHIBITORS

CM.com

Jabra GN

REZO.AI

VISITING PARTNER

EBIXCASH

PARTNERS

OFFICIAL MEDIA PARTNER	MEDIA PARTNERS		
Business Standard Insight Out	india press release	IndiaTechonline Your guide to Information Technology in India	SMALL ENTERPRISE INDIA.COM
DAZEINFO	THEINDIABIZZ	NEWS PATROLLING	INDIAN YUG
NEWS DIGGY	AI NEWS	India TECHNOLOGY NEWS www.indiatechnologynews.in	CIO TECH OUTLOOK
PNI NEWS	top market GROUP		
abcr NEWS	CIO NEWS	CIO Insider	MEDIA 4 GROWTH
RETAIL 4 GROWTH	MSME REPORTER Helping Businesses To Grow		
THE NFA POST News | Facts | Analysis	Electronics era A new era in technology media	URJAdaily Powering Renewable Today	ELECTRONIC CITY
siliconindia	CrmXchange		
ACNNEWSWIRE	NEWSAFFINITY	LIVELYVERSE	SEAPRWIRE
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EDUCATION TRAINING

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