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#WorldCXSummit

11th Global Edition

WORLD CX SUMMIT & AWARDS

A DATE Initiative

Event by trescon

22 MAY 2024 | THE LEELA MUMBAI

Reimagine Experiences, Redefine Loyalty

POST-EVENT REPORT

worldcxsummit.com/india

WCXS Overview

The 11th edition of the World CX Summit, held in Mumbai, saw the confluence of key CX experts and industry leaders who shared their wisdom and experiences with the attendees. The event became a critical platform that not only deliberated present challenges but also shared practical solutions and strategies to help the attendees stay ahead in the evolving landscape of influential CX experts and industry leaders who shared their knowledge and experience with the participants. The event provided valuable insights and practical strategies to help attendees stay ahead in the rapidly evolving CX landscape.

Overall, the 11th edition of the World CX summit was a great success. Attendees gained valuable insights into the latest advancements and trends in CX.







Show at a Glance

400+ C-Suite Attendees

50+ Partners

25+ Speakers

Themes

- Improve CX Strategy
- Building a customer-centric culture
- Hyper-personalization & Trust
- Enhancing CX with AI & Automation
- CX Loyalty
- Delivering digital customer journey
- Conversational AI & Chatbots
- Omnichannel customer engagement
- Future of CX in Metaverse
- Impact of CX on Sustainability

Speakers



RAJESH DOGRA
Chief Customer Experience Officer,
Air India



DIGAMBER BAHUGUNA
Chief Experience Officer,
Airtel Business



RAVI KUMAR MAJUMDAR
Chief General Manager & Chief Customer Experience Officer,
State Bank of India



SACHIN VASHISHTHA
Chief Marketing Officer,
Paisabazaar



LAVANYA PACHISIA
Chief Operating Officer,
Zivame



SANKET NARKAR
Chief Marketing Officer,
Physics Wallah



NEELAKSHI SHALLA
SVP & Head – Transformation Program, Customer Service, Claims & Operational Risk,
Bharti AXA Life Insurance



PRIYAAH SUNDARAAM
Vice President of Customer Experience and Fulfilment,
Cleartrip



DELNAAZ IRANI
Associate Director – Customer Experience,
GSK



DEEPAK ORAM
VP - Growth Marketing & Martech,
HDFC Bank

Speakers



ABHIJIT DEY
Vice President & Product Head,
Axis Bank



ASHUTOSH SHARMA
Head of Product and Business,
Kore.ai



ANKIT GOENKA
Senior Vice President & Head
Customer Experience,
Bajaj Allianz General Insurance



NIKHIL ASOPA
Senior Vice President & Head
Customer Service,
Tata Digital



ANVESHA POSWALIA
Head of Digital & E-commerce,
Unilever



SUPRIYA RATH
CX Leader,
Lenovo India



VIJAYBAHU JOSHI
Associate Vice President &
Head of Experience Design,
Reliance Industries Ltd.



SATHISH KRISHNAN
Head CRM,
Redbus



SANTHOSH RAO
Partner & Growth Platform Leader,
Business Transformation Services,
India - South Asia, IBM



BUVANA IYER
Technology Leader- Client
Engineering,
IBM

Notable Quotes

Nowadays, the hot topics are AI and generative AI. Through discussions with various companies, I've gained insights into their use cases and how VPCL can leverage this technology. Generative AI is the talk of the town, and that's what we're here to understand. This platform is providing us with that opportunity. Thank you.

BARATH PATEL
General Manager, Digital Technology
Barat Patroleum Corporation

It's been an amazing experience. I'm truly elated by the incredible people I've met and the engaging discussions we've had, including the independent ones

ANVESHA POSWALIA
Head of Digital & E-commerce,
Unilever

The overall experience of the Summit was truly exciting. You get to learn a lot of new things, especially within your specific industry. Typically, you're so focused on your day-to-day tasks that attending summits like this expands your horizons.

DELNAAZ IRANI
Associate Director – Customer Experience,
GSK

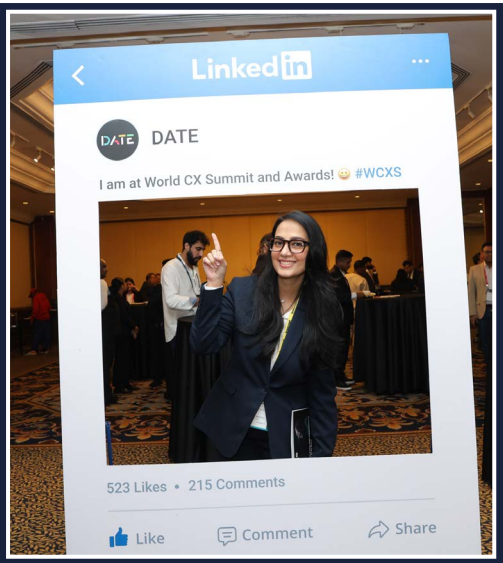
Glimpse of the event













Keynotes








WORLD
CX
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A DATE Initiat
Event by


Attributes of
Service

Panel / Fireside chat









Networking



Social Media Outreach



Social Media

96,114



Impression

58,903



Clicks

427

TOTAL SM POSTS: 242

Total engagement (no of retweets, like etc)

Social Media











Social Media

DATE WITH TECH
Published by HubSpot · 22 May at 12:50 ·

We're live at the Networking Break! Connecting with fellow attendees, sharing ideas, and recharging for the next sessions. Great conversations are happening right now!

#Networking





datewithtech23

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Live now: A panel discussio
'Empowering Customer Jou
Seamless, and Smart'. Learn
experts about how generati
automation are driving pers
customer experiences.

Panelists:

View insights

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World CX Summit and Awards' Cocktail Night, where sophistication meets innovation in every sip and conversation.

Don't miss this exclusive opportunity to expand your network, gain fresh perspectives, and toast to the future of customer experience excellence. Register now: https://hubs.li/Q02wFb6f0

#NetworkingEvent #InnovationHub #CocktailNight #ThoughtLeadership #BusinessNetworking #TechInnovation #IndustryConnections



DATE WITH TECH
Published by HubSpot · 22 May at 11:49 ·

Tuning in for Ashutosh Sharma from https://hubs.li/Q02y3_F_0 as he dives into 'AI-led Intelligent CX Workflows'. Discovering how next-gen virtual assistants are transforming customer interactions.

#worldcxsummit #customerexperience #AI #IntelligentCX #TechTalk



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Business Standard is a leading financial daily newspaper of India. The preferred choice of serious business readers. Business Standard English is published in 13 centres and Business Standard Hindi published in 6 centres across India.

Register now: https://hubs.li/Q02w6Rly0

#DigitalPR #PressRelease #GlobalCoverage #BrandVisibility



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We're having fun with the Boomwhacker Icebreaker Activity! A fantastic way to energize and connect with fellow participants.

#worldcxsummit #customerexperience #Icebreaker #InteractiveSession



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Inspiring Environments Empowered Teams 2024

Industry Outlook
Services & Consulting

World CX Summit 2024: Steering The Future Of Customer Experience Forward

By: Industry Outlook Team | Friday, 17 May 2024

The 11th global edition of the World CX Summit & Awards, organised by Trescon, returns to India on 22nd May 2024 at the Leela, in Mumbai. With more than 350 CX leaders, top technology mavens, and innovators con-firmed, the event serves as a crucial terminal in India's digitization roadmap

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World CX Summit 2024: Steering the future of customer experience forward

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CIO Insider
The CIO's Inside Story

CHENNAI CLOUD & DATACENTER CONVENTION 2024

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World CX Summit 2024: Steering The Future Of Customer Experience Forward

CIO Insider Team | Monday, 20 May, 2024



By CIO Insider Team

The 11th global edition of the World CX Summit & Awards, organised by Trescon, returns to India on 22nd May 2024 at the Leela, in Mumbai. With more than 350 CX leaders, top technology mavens, and innovators confirmed, the event serves as a crucial terminal in India's digitization roadmap. This summit facilitates a robust exchange of ideas and sets the stage for strategic collaborations that will define the future of CX innovations in India and around the world.

Having brought together more than 15,000 CX thought leaders, innovators, specialists, and key stakeholders across 10 editions, the World CX Summit has solidified its position as a leading knowledge-sharing platform. At the event, attendees engage in insightful sessions, captivating keynotes, and successful use cases to refine their CX strategies and deliver memorable customer experiences.

INDONESIA NEWSWIRE

WORLD CX SUMMIT 2024: STEERING OF CUSTOMER EXPERIENCE FORWAR

PUBLISHED ON 2024-05-16 BY MUHATYO

trescon

MUMBAI, INDIA, May 16, 2024 – (ACN Newswire via SeaPRwire.com) – The 11th global edition of the World CX Summit & Awards, organised by Trescon, returns to India on 22nd May 2024 at the Leela, in Mumbai. With more than 350 CX leaders, top technology mavens, and innovators confirmed, the event serves as a crucial terminal in India's digitization roadmap. This summit facilitates a robust exchange of ideas and sets the stage for strategic collaborations that will define the future of CX innovations in India and around the world.

CIO TECH OUTLOOK

MITS
EMPOWERING INNOVATION, DRIVING PROGRESS AND FORGING THE FUTURE OF MANUFACTURING
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World CX Summit 2024: Steering The Future Of Customer Experience Forward

CIOTechoutlook Team | Monday, 20 May 2024, 11:02 IST

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World CX Summit 2024: Steering The Future Of Customer Experience Forward

CEOInsights India Team | Monday, 20 May, 2024

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World CX Summit 2024: Steering The Future Of Customer Experience Forward

By siliconindia | Monday, 20 May 2024, 04:23:48 PM IST



World CX Summit 2024: Steering The Future Of Customer Experience Forward

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Asia Business Outlook

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World CX Summit 2024: Steering The Future Of Customer Experience Forward

By: Asia Business Outlook Team | Monday, 20 May 2024



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World CX Summit 2024: Steering The Future Of Customer Experience Forward

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World CX Summit 2024: Steering the Future of Customer Experience Forward

By Editorial | Thursday May 16, 2024

16 May 2024, Mumbai: The 11th global edition of the World CX Summit & Awards, organised by Trescon, returns to India on 22nd May 2024 at the Leela, in Mumbai. With more than 350 CX leaders, top technology mavens, and innovators confirmed, the event serves as a crucial terminal in India's digitization roadmap. This summit facilitates a robust exchange of ideas and sets the stage for strategic collaborations that will define the future o CX innovations in India and around the world.

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