

# AGENDA

Innovating HCLS Operations with VoiceAI

## Executive Dinner

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### INNOVATING HCLS OPERATIONS WITH VOICEAI



**July 22, 2025**

5:30 PM-9:00 PM

Central Time

Tech leaders have a split agenda when it comes to GenAI: Make the no-regret moves that can deliver value today while investing to build capabilities for the longer term. Voice AI agents are at the forefront of this, transforming service delivery by automating routine, high-volume customer interactions. This shift is turning traditionally manual, costly processes in contact centers into streamlined, scalable, and customer-first operations—achievable today.

Join us to explore the immediate impacts of VoiceAI and virtual assistants within the contact center, and how they set the stage for future innovations. We will discuss how these technologies ensure consistent quality, 24/7 service availability, and deliver new growth levers while also laying the groundwork for a hybrid AI and human workforce, giving your firm ongoing customer loyalty and a competitive advantage.

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