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3RD EDITION

SpeechTech
Summit

INDIA

**Enabling Enterprises To Explore
The Potential Of Speech AI**

**POST-EVENT
REPORT**

**15th - 16th June, 2023
Sheraton, New Delhi**

www.speechtechsummit.com

ORGANIZER'S NOTE:

Dear Guest,

On behalf of The Future Event Team, we would like to thank you for attending the 3rd Edition of SpeechTech Summit India- 2023, hosted on 15th & 16th June, 2023 at the Sheraton, New Delhi.

3rd Edition of SpeechTech Summit- India is the only two days conference and exhibition designed to host 1000+ industry executives in charge of the contact center and customer experience and are early adopters of speech or voice technology in the Indian market. The B2B platform of the summit will reflect the latest tendencies and recent application changes in the voice recognition space in the Indian market. Discover Voice and Conversational AI application in all industry sectors, from BFSI, Retail & eCommerce, BPO's & Call Centers and many more.

Join your peers to learn, share, and celebrate the trends and technologies shaping the future of speech technology, artificial intelligence, customer interactions and how Voice assistants can help your organization reduce cost, increase operations efficiency, and Improve customer experience.

We hope you enjoyed the event, learned new aspects, developed new perceptions and ideas that will help us all prosper and excel in growing implementation of Speech Technology further.

We thank you for your time and participation. We hope to see you again next year for the 4th Edition of SpeechTech Summit India- 2024!

Best Regards,

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**SpeechTech
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INDIA

Sheraton, New Delhi
15TH & 16TH June, 2023

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SPECIAL THANK YOU TO OUR SPEAKERS



RAJESH DOGRA

CHIEF CUSTOMER EXPERIENCE AND
GROUND HANDLING OFFICER
AT AIR INDIA.



VIVEK VEERARAGHAVAN

SENIOR VP- DIGITAL TRANSFORMATION
APAC AT NORTHERN TRUST CORPORATION



ROHIT KILAM

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AT CMS INFO SYSTEMS



MUKESH MISHRA

CHIEF OPERATING OFFICER
AT NIMBUS ADCOM PVT. LTD.



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CHIEF DIGITAL OFFICER (CDO)
AT KARUR VYSYA BANK(KVB)



JOY CHAKRABORTY

CHIEF OPERATING OFFICER
AT HINDUJA HOSPITAL



DOMINIC VIJAY KUMAR

SENIOR VP & CTO
AT ART HOUSING FINANCE (INDIA) LTD



ABHINAV GARG

SVP - HEAD STRATEGY & CHANGE
(SHARED SERVICES)INDIA &
POLAND AT AXA XL



AYAN CHAKI

VICE PRESIDENT
DIGITAL LABS AT HDFC LIFE



UTHAMAN BAKTHIKRISHNAN

EXECUTIVE VICE PRESIDENT
AT CLEAR TOUCH



DEEPAK GOEL

CHIEF OF OPERATIONS FOR
LAST MILE, SHADOWFAX



IRENDRA CHHABRA

GLOBAL HEAD - SPEND
MANAGEMENT AND BACK OFFICE
AT STARTEK

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SPECIAL THANK YOU TO OUR SPEAKERS



MANISH MAHAJAN

VP & HEAD DIGITAL PARTNERSHIPS
AT MAX LIFE INSURANCE COMPANY LTD.



LOKENDRA SAINI

COO AT EASEMYTRIP



PARITOSH ANAND

VP & HEAD- DIGITAL PLATFORMS,
ANALYTICS & STRATEGIC INITIATIVES
AT RELIANCE INDUSTRIES LIMITED



KUMAR SAURAV

CO-FOUNDER AND CTO
OF VODEX.AI



MEGHA TALWAR

HEAD OF DIGITAL AT
NOIDA INTERNATIONAL AIRPORT



ANURAG KUMAR

BUSINESS HEAD- COLLECTION &
CREDIT IMPROVEMENT
AT PAISABAZAAR



PRITHYUKSHAA RAVI

VP, TRANSFORMATION & STRATEGY -
RETAIL BANKING TECHNOLOGY
AT NATWEST GROUP



SHASHI RANJAN

HEAD OF CUSTOMER EXPERIENCE
AT DR LAL PATHLABS



PREM KAKAR

CHIEF EXECUTIVE OFFICER
AT PARK GROUP OF HOSPITALS.



SHUBHAM ANAND

VP STRATEGY HEAD -
WEALTH MANAGEMENT
AT INDUSIND BANK



RAKESH MAKKAR

CEO AT BAJAJ AUTO
CONSUMER FINANCE LTD (BACFL).



ANKIT GOENKA

SENIOR VP & HEAD CUSTOMER
EXPERIENCE AT BAJAJ ALLIANZ
GENERAL INSURANCE COMPANY

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SPECIAL THANK YOU TO OUR SPEAKERS



BOB PAUL RAJ

VP & HEAD (SW & DIGITAL)
FOR GREAVES ELECTRIC MOBILITY



ANSHUL SHRIVASTAVA

CO-FOUNDER & CEO AT VODEX.AI



JYOTIRMOY CHAKRAVORTY

FOUNDER & CEO
AT UBONA TECHNOLOGIES PVT. LTD.



DR. RASHI GUPTA

CO-FOUNDER AND CHIEF
GROWTH OFFICER AT REZO.AI



BHOOPENDRA SOLANKI

CHIEF INFORMATION OFFICER
AT SAKRA WORLD HOSPITAL



SHWETA SINGH

CHIEF DATA OFFICER
AT TATA AIA LIFE INSURANCE



DR. MAMTA JAIN

COO AT SHREE AGGARSAIN
INTERNATIONAL HOSPITAL



HARI SHANKAR MISHRA

SR. VP - CUSTOMER EXPERIENCE
AT FUTURE GENERALI
INDIA INSURANCE CO. LTD



SAURABH GUPTA

REGIONAL COO
AT KIMS HOSPITALS



RISHI DIWAN

COO AT TVS SUPPLY
CHAIN SOLUTIONS



HARSHAVARDHAN CHAUHAAN

CHIEF MARKETING & OMNICHANNEL
OFFICER AT SPENCER'S RETAIL, NATURES
BASKET & D2C BRANDS



AMAL PS

CEO AT OMIND TECHNOLOGIES

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Sheraton, New Delhi
15TH & 16TH June, 2023

THANKS TO OUR SPEAKERS



ANAMIKA CHATTERJEE

HEAD OF RETAIL CUSTOMER
SERVICE AT HERO FINCORP LIMITED



DR. KRUTHIKA K R

ARTIFICIAL INTELLIGENCE
RESEARCHER AT SANDLOGIC



SUSHMA RAMEGOWDA

GROUP MANAGER (HEAD) OF ELECTRICAL &
ELECTRONICS TEAM, POWERTRAIN
AT VOLVO INDIA PVT LTD



ABDULLAH SALEEM

GROUP CIO
AT OMNI HOSPITALS



DR. SUSHIL KUMAR MEHER

HEAD HEALTH IT
AT AIIMS, NEW DELHI



PAVAN CHAVVAKULA

COO BUSINESS TRANSFORMATION -
APOLLO HEALTH AND LIFESTYLE LIMITED



VIVEK MADAN

HEAD OF INFORMATION
TECHNOLOGY & OPERATIONS
AT HERO HOUSING FINANCE

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Agenda - Day 1

Time	Session
9:00	Registrations and Lanyard Collection - Open Networking & Refreshments
10:00	Welcome note by Organizer – Introduction to Sponsors, Speakers, Partners & Delegates
	The State Of Speech Technology In India
10:15	Industry Keynote Presentation on “AI-Native Contact Center : Revolutionizing Customer Service with Conversational AI” Presented by Neil Barman , SVP, Sales - APAC & ME at Kore.AI
10:35	Industry Keynote Presentation: Rise of Voice AI. Why voice is the next big thing? Presented by Amal PS , CEO at Omind Technologies
10:50	Industry Keynote Presentation: Transforming Business Landscapes with Large Language Models and Generative Voice AI. Presented by Kumar Saurav , Co-Founder & CTO at Vodex.AI
11:10	Industry Keynote Presented by- Uthaman Bakthikrishnan , ExecutiveVice President at ClearTouch
11:30	Buffer Time & Refreshments
11:40	Panel Discussion: Future of Speech Technology & Bhārat Bhāṣā : <ul style="list-style-type: none"> · Evolution of speech technology to handle complex process · How the use of Indian language applications on mobile has enhanced communication · Current language technology, its capabilities and future directions · Opportunities that conversational interfaces presents · Why the booming voice market is just beginning Moderator : Swati Verma , Director, Sales at Kore.AI Panelists : Shweta Singh , Chief Data Officer at Tata AIA Life Insurance Dominic Vijay Kumar , Senior VP & CTO at ART Housing Finance Anurag Kumar , Business Head- Collection & Credit improvement at Paisabazaar Ankit Goenka , SVP & Head Customer Experience at Bajaj Allianz General Insurance
12:30	Fireside Chat: Voice Technology in the Aviation Industry Rajesh Dogra , Chief Customer Experience Officer and Global Head of Airport Ops- Air India Megha Talwar , Head of Digital at Noida International Airport
	Speech Technology – A New Way of Engagement
12:50	Lunch Break

Agenda - Day 1

Time	Session
13:50	<p>Panel Discussion: How Voice Recognition Technology has Evolved Call Centers</p> <ul style="list-style-type: none"> · How Voice AI can help contact centers reduce cost and increase efficiency in operations. · How has speech technology made customers more likely to switch services? · Key considerations deploying Voice Assistants for the contact center · How Voice assistants in call centers alleviate friction and frustration · Why advanced Voice AI technologies such as "Speech-to-Meaning" are important for a one time interaction <p>Moderator : Uthaman Bakthikrishnan, Executive Vice President at ClearTouch</p> <p>Panelists : Irendra Chhabra, Global Head - Spend Management and Back Office at Startek Mukesh Mishra, Chief Operating Officer at Nimbus Adcom Private Ltd. Manish Mahajan, Vice President & Head Digital Partnerships at Max Life Insurance Anamika Chatterjee, Head of Retail Customer Service at Hero FinCorp Limited</p>
14:35	<p>Industry Keynote Presentation: Speech Tech - Consumer Behavioural Challenges and Driving Adoption. Presented by Jyotirmoy Chakravorty, Founder & CEO at Ubona Technologies Pvt. Ltd.</p>
14:55	Buffer Time
	Speech AI Industry Use Cases
15:00	<p>Panel Discussion: Speech Technology in Healthcare</p> <ul style="list-style-type: none"> · How the pandemic is reshaping healthcare with speech recognition · What is voice tech going to do for healthcare in the long run? · Future of voice-activated hospital assistance · Are there any drawbacks to voice technology? <p>Moderator : Saurabh Gupta, Regional Chief Operating Officer at KIMS Hospital</p> <p>Panelists : Joy Chakraborty, Chief Operating Officer at Hinduja Hospital Pavan Chavvakula, CIO and Head Digital Innovation at Apollo Health and Lifestyle Limite Dr. Mamta Jain, Chief Operating Officer at Shree Aggarsain International Hospital Himanshu Bhardwaj, Head HIS & IT applications, AVP IT at Medanta</p>
15:50	Buffer Time

Agenda - Day 1

Time	Session
15:55	<p>Panel Discussion - Emerging Trends of Voice Automation for Retail and E-Commerce</p> <ul style="list-style-type: none">· What role will voice recognition play in retail and e-tail enterprise· Voice technology to improve customer service, efficiency savings and deliver a more personalized shopping experience· What it will take for retailers to succeed with voice commerce· Rise of smart speakers and voice technology and its current and future impact on customer experience <p>Moderator : Vaibhav Anand, Director, Sales at Kore.AI</p> <p>Panelists : Deepak Goel, Chief of Operations for Last Mile, Shadowfax Lokendra Saini, Chief Operating Officer at EaseMyTrip Paritosh Anand, SVP & Head- Digital Platforms, Analytics & Strategic Initiatives at Reliance Industries Limited Rishi Diwan, Chief Operating Officer at TVS Supply Chain Solutions</p>
16:55	<p>Buffer Time</p>
17:00	<p>Fireside Chat – Digital Voice Assistants And Future Of In-Vehicle Control</p> <ul style="list-style-type: none">· The usefulness and importance of in-vehicle speech recognition· Speech recognition software and interface design for in-vehicle system· Regional and global trends impacting the automotive voice-recognition market <p>Panelists : Sushma Ramegowda, Group Manager (Head) of Electrical & Electronics Team, Powertrain at Volvo India Pvt Ltd Bob Paul Raj, VP & Head (SW & Digital) for Greaves Electric Mobility</p>
17: 25	<p>Closing remarks & Open Networking</p>

Agenda - Day 2

Time	Session
9:00	Registrations and Lanyard Collection - Open Networking & Refreshments
10:00	Welcome note by Organizer, Introduction to Sponsors & partners
10:15	Industry Keynote Presentation by Phonon
10:30	Industry Keynote Presentation by Gnani.ai
10:50	Industry Keynote Presentation: Global Retail Sustainability - The Future of Phygital Retail. Presented by : Harshvardhan Chauhaan, Chief Marketing & Omnichannel Officer at Spencer's Retail, Natures Basket & D2C Brands
11:10	Industry Keynote Presentation: Empower Customer Conversations with Real-time Intelligence. Presented by Dr. Kruthika K R, Artificial Intelligence Researcher at SandLogic
11:30	Buffer Time
11:40	Industry Keynote : Transforming Enterprise Level Efficiency with the Power of Speech Analytics Presented by Dr. Rashi Gupta, Co-founder and Chief Growth Officer at Rezo.ai
12:00	Buffer Time
12:10	Keynote Presentation: Business Transformation with AI-based Speech Solutions. Presented by Vivek Madan, Head Of Information Technology & Operations at Hero Housing Finance
12:30	Industry Keynote Presentation by Saarthi.ai
12:50	Lunch Break
	What Customer Really Wants
13:50	<p>Panel Discussion: Making the Customer experience in Insurance millennial friendly</p> <ul style="list-style-type: none"> · The pros and cons of being early AI adopters in India and the journey, maturity of adopting voice automation for customer loyalty. · The Voice bot implementation as a differentiating factor in the competitive industry. · Scale up & Leverage Voice AI - the retention, the loyalty, the operational excellence and the future. <p>Moderator : Vivek Veeraraghavan, SVP- Digital Transformation APAC at Northern Trust Corporation</p> <p>Panelists : Ayan Chaki, Vice President - Digital Labs at HDFC Life Abhinav Garg, SVP - Head Strategy & Change (Shared Services) India & Poland at AXA XL Hari Shankar Mishra, SVP-Customer Experience at Future Generali India Insurance Co. Ltd</p>

Agenda - Day 2

Time	Session
14:35	Buffer Time
14:45	<p>Panel Discussion: The collaborative power of Voice AI and banking</p> <ul style="list-style-type: none"> · The changing landscape of banking and financial services in India over the decade and the need to redefine customer experience. · The shift in customer expectations and the omni channel banking experience. Decoding automation and human centricity · Defining the importance of voice augmentation, the challenges and concerns in implementing the hybrid man-machine model. <p>Moderator : Anshul Shrivastava, Co-Founder & CEO at Vodex</p> <p>Panelists : Aravindan Thillai, Chief Digital Officer (CDO) at Karur Vysya Bank(KVB) Rohit Kilam, Chief Technology Officer at CMS Info Systems Shubham Anand, VP, Head of Strategy, Wealth Management Division at IndusInd Bank Prithyukshaa Ravi, Vice President , Transformation and Strategy - Retail Banking Technology at Natwest bank Rakesh Makkar, CEO at Bajaj Auto Consumer Finance Ltd (BACFL)</p>
15:30	Buffer Time
15:40	<p>Panel Discussion: The Healthcare Executive's Guide: Driving ROI with Voice Technology</p> <p>Moderator: Shashi Ranjan, Head Of Customer Experience at Dr Lal PathLabs</p> <p>Panelists: Prem Kakar, Chief Executive officer at Park Group Of Hospitals Dr. Sushil Kumar Meher, Head Health IT at AIIMS, New Delhi Bhoopendra Solanki, Chief Information Officer at Sakra World Hospital Abdullah Saleem, Chief Information Officer at Omni Hospital</p>
16:25	Exclusive Interview session
16:55	Closing Remarks & Open Networking Session

2023 MOMENTS



2023 MOMENTS



Testimonials!



Insightful discussions. Powerful demos.
Memorable conversations –
SpeechTechSummit had it all!

Yellow.ai –



Attending the Speech Tech event today was an enriching experience. The depth of insights, breadth of knowledge and collective wisdom at the event was inspiring. It was a fantastic opportunity to exchange ideas, learn about cutting-edge developments, and forge new connections

*– Anshul Shrivastava
Co-Founder & CEO at Vodex.ai*



The summit was a treasure trove of insights, with thought-provoking sessions and engaging discussions and gained invaluable takeaways and learnings so that we can apply to our own endeavors, thanks to the exceptional curation of speakers and their expertise in the field. The connections I made and the knowledge gained will undoubtedly shape our future endeavors, propelling us to deliver exceptional CX solutions

*Ranjit Kumar –
Head Of Customer Experience at
Ninjacart*



Testimonials!



SpeechTech Summit Series was a packed 2-day event with so much learning to absorb. It was great to interact with some of the avid ConversationalAI enthusiasts among the delegate leadership. Candid conversations on topics such as Conversational AI, GenerativeAI, top IT priorities for 2023, and the importance of viewing customer service and customer support as mission-critical profit centers.

Kore.ai -



It was a pleasure to share my insights as an Aviation Industry Expert Keynote Speaker on the potential use cases of Conversational AI, Voice Technology, Speech Artificial Intelligence in Aviation Industry. Conversational Artificial Intelligence has tremendous potential in enhancing passenger experience and streamlining airport/airline operations. Disclaimer: The potential use cases were purely based on the study on potential industry trends and not for any specific organization

- Megha Talwar

*Head of digital at
Noida International Airport*

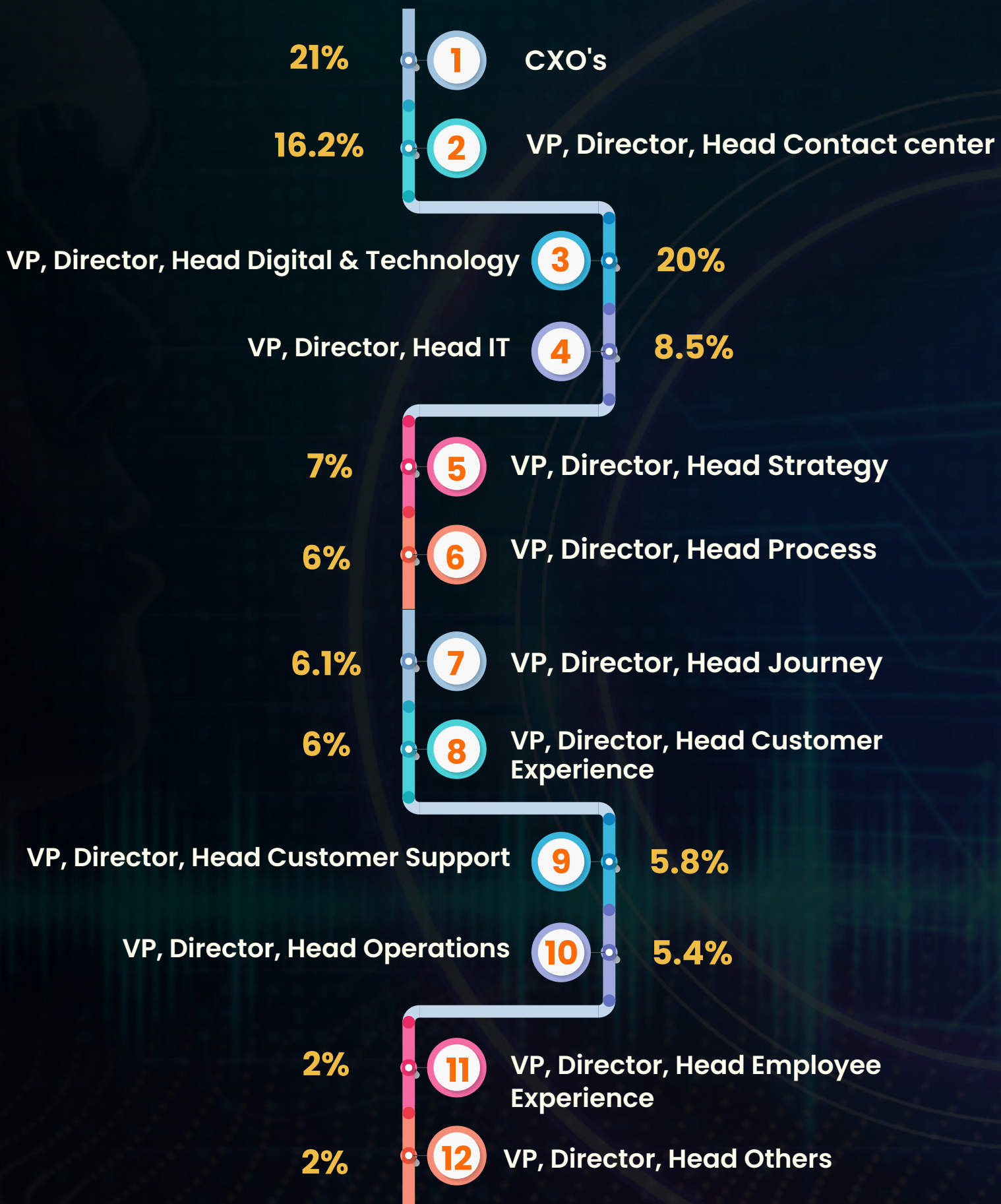
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- " Clix Capital"

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- Progcap
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- Apollo Health and Lifestyle Limited
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- Artemis Hospitals
- Optum - UnitedHealth Group
- Teleperformance
- " Pnb Metlife"
- Grant Thornton Bharat
- American Express
- INDO GLOBAL
- Software Technology Parks of India
- Greaves Cotton Limited

ATTENDEE'S BREAKDOWN



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