

# INTELLIGENT AUTOMATION FOR CUSTOMER EXPERIENCE

NAVIGATING A HYBRID WORLD & UTILIZING  
TRANSFORMATIVE INNOVATION

OCTOBER 18<sup>TH</sup>, 2018



Execs In The Know

Thursday, October 18<sup>th</sup>, 2018

## Location:

MICROSOFT HEADQUARTERS  
15010 NE 36th Street  
Microsoft Campus  
Building 92  
Redmond, WA 98052

**8:00 A.M. – 8:30 A.M.**      **Breakfast**

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**8:30 A.M. – 8:45 A.M.**      **Kickoff**

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**8:45 A.M. – 9:30 A.M.**      **Microsoft Brand Highlight**



Sue Morris  
WW Support  
Leader Customer  
Service SBU



Gabriele Masili  
Chief Technology  
Officer, Customer  
Service and Support SBU



**9:30 A.M. – 10:30 A.M.**      **Executive Roundtable With The AI Providers**

A list of questions will be prepared and shared with our vendor partners in advance of the session. The questions will be sourced from the audience in advance of the meeting. For each question, each participant will have up to three minutes to respond and then five minutes is allotted for discussion. This may include responses to comments made by other roundtable members and/or questions from the audience.

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**10:30 A.M. – 10:45 A.M.**      **Break**

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**10:45 A.M. – 12:00 P.M.**      **Executive Roundtable With The AI Providers Continues**

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**12:00 P.M. – 12:45 P.M.**      **Lunch**

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**12:45 P.M. – 2:30 P.M.**      **Corporate Only Discussion**

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**2:30 P.M. – 4:30 P.M.**      **Innovation Lab and Cocktail Hour**

Interested in attending? Contact [info@execsintheknow.com](mailto:info@execsintheknow.com) for more information!