

convo 2020

Vonage Convo Virtual API Virtual Event



17 September 2020 | www.vonage.com/events/convo

11:30AM – 3:30PM SGT/BJT | 12:30PM – 4:30PM JST/KST | 1:30PM – 5:30PM AEST | 9AM – 1PM IST

Agenda

Vonage Convo Virtual opens 30 minutes before Keynotes Kick off!

Check out demos in the exhibition hall, hang out and network or have a tech check at our **Virtual Welcome Lobby**.

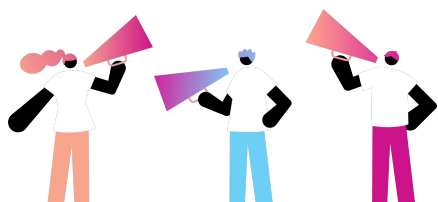
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- And there's more!

Check out the resources area to get the latest on our industries play, download the latest customer experience, read about the video trends reports and more.

Visit the exhibit hall to explore our most common use cases in action. Check out what our sponsors use our APIs for and watch some compelling demos.

P.S: Find the hidden megaphones and attend sessions to earn points and win prizes!



* Real-time translation to Japanese, Korean and Simplified Chinese are available in the English sessions.
* Best experienced on a laptop/desktop on Chrome/Firefox

A world of new possibilities awaits.

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Virtual Welcome Lobby

Time (SGT)

11:30am-12:00pm

Lobby/Exhibit Hall

Network/Tech Check at Virtual Welcome Lobby and visit Exhibit Hall

Opening Keynote

Main Session

11:45am-12:00pm

Auditorium

Welcome Message

Presenter

Vonage Executives

12:00pm-12:30pm

Keynote - New Normal, New Possibilities

Sunny Rao | SVP & GM | APAC

12:30pm-12:45pm

Interactive, Omnichannel Demo

Vonage API Team

12:45pm-1:00pm

Visit Virtual Booths at Exhibit Hall

Breakout Session 1 - *Build Conversations*

Time (SGT)

1:00pm-1:15pm

Room 1(English)

Enhance call and CS experience with voice

Abel Ng | Customer Solutions Architect | Vonage

Room 2 (English)

Quick look at SMS with Verified by Google sneak peak

Yew Meng Kok | Customer Solutions Architect | Vonage

1:15pm-1:30pm

Add and authenticate real users safely

Mahendra Mane | Customer Solutions Architect | Vonage

Reimagine customer experience with video

Carlos Lopez | Customer Solutions Architect | Vonage

1:30pm-1:45pm

Create contextual, multichannel conversation in your customer journey

Meng Fei Man | Customer Solutions Architect | Vonage

Add social chat for customer engagement & support

Candy Chan | Customer Solutions Architect | Vonage

1:45pm-2:00pm

Visit Virtual Booths at Exhibit Hall



Breakout Session 1 - *Build Conversations (Cont.)*

Time (SGT)	Room 3 (Japanese)	Room 4 (Korean)	Room 5 (Chinese)
1:00pm - 1:15pm	<p>2FA customer/user authentication (Japanese)</p> <p>Noburo Goto Customer Solution Manager</p>	<p>Add and authenticate real users safely (Korean)</p> <p>Daniel Jang Customer Solutions Architect</p>	<p>Grow your revenue and wallet share with social chat apps (Chinese)</p> <p>Zhiyu Yang Customer Solutions Architect</p> <p>Manoro Zhou Account Manager</p>
1:15pm - 1:30pm	<p>Multichannel interactions in a single thread (Japanese)</p> <p>Aaron Koga Customer Solutions Architect</p>		
1:30pm - 1:45pm	<p>Vonage Video API for digital transformation (Japanese)</p> <p>Masa Miyazawa Customer Solutions Architect</p>	<p>Reimagine customer experience with video (Korean)</p> <p>Daniel Jang Customer Solutions Architect</p>	<p>Healthcare service reimaged with video (Chinese)</p> <p>Candy Chan Customer Solutions Architect</p> <p>Beatrice Liu Account Manager</p>



Breakout Session 2 - Customer Stories

Time (SGT)	Room 1(English)	Room 2 (English)
2:00pm - 2:15pm	Enhance digital learning with video Yueh Mei Liu Founder HeyHi Education	F&P's customer experience & automation initiative using Vonage & Salesforce platforms Rudi Khoury EVP Marketing & Customer Experience Fisher & Paykel Consumer Electronics
2:15pm - 2:30pm	Elevate delivery experience with WhatsApp and SMS failover Greta Bunawan Co-Founder PopBox Logistics	Manage condo resident and visitor access easily and securely with voice and video Wei Shun Chee R&D Manager MQuest Facility Management
2:30pm - 2:45pm	Improve healthcare accessibility and outcome with video Kumar KV VP/Group CIO Narayana Health Healthcare	

Breakout Session 2 - Customer Stories (Cont.)

Time (SGT)	Room 3 (Japanese)	Room 4 (Korean)	Room 5 (English - Chinese Captioning)
2:00pm - 2:15pm	"KAIKURA" Cloud-based omnichannel communication made easy Takahiro Ejiri CEO Thincia CRM	Add and protect users with pre-built, 2FA Brandon Kim KR PC OPS&Comm Team PUBG Gaming	Seamless & secured customer engagement all in one App Ross Luo General Manager, Asia Pacific TUYA Smart IOT
2:15pm - 2:30pm	VR video meeting anywhere, simple and smart Hirokazu Morita CEO Spacely, Inc. VR Tech	Reduce frauds and improve user experience with Number Insight Sally Han Cloud Platform Development Cell Kakao Corp Social	Customer communication in the social era Benoit Salomon AVP, Product Owner - New Insurance Platform Manulife Insurance



Closing

Time (SGT)

Auditorium

2:45pm - 3:00pm

Ask-Me-Anything Live Session powered by Vonage Townhall App
(*check Virtual Lobby or Signage for instruction to join; best experienced on Chrome*)

3:00pm - 3:30pm

Visit Virtual Booths at Exhibit Hall

Other Sessions, Demos, Networking and More!

Visit Vonage Solutions area to explore our most common and latest use cases in action. See compelling complementary demos from our Partner Showcases. Download assets from the Resource Centre.

Best time to visit:

11:30am - 12:00pm

12:45pm - 1:00pm

1:45pm - 2:00pm

3:00pm - 3:30pm

If you run out of time to explore everything, don't worry! The sessions, demos and materials will be available on-demand.