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with following associations



CSI Delhi Chapter



IITP New Delhi



IETE New Delhi



IEEE Delhi Section

Invite you for a Free **Webinar** on **28-02-2026, the Saturday**, at **06:00 p.m.**
as per the details given here under: -

Speaker

Mr. Ramesh Soni

Distinguished Engineer, Nagarro

Date and Time Schedule

28-February-2026, the Saturday, from 06:00 p.m. to 07:30 p.m.

Title of the Talk

How AI is Powering Customer Experience?

Venue and Contact Details

CISCO WebEx Meeting Platform

CISCO WebEx Event ID and Password shall be sent on E-Mail to the registered participants, at-least one day in advance. Please check your Spam and other folders also for our emails and mark it as SAFE / NOT SPAM.

Programme Schedule

05:30 p.m. to 06:00 p.m. – Login, online Networking and Tea (at Home)
06:00 p.m. to 07:00 p.m. – Technical Talk
07:00 p.m. to 07:30 p.m. – Q & A Session followed by Certification

Registration Link and Fee

Registration Link: <http://bvicam.ac.in/webinars/>

No registration fee. It is absolutely free for the members of IEEE, CSI, IETE, ISTE, ISCA, IITP and Bharati Vidyapeeth, with pre-registration

Abstract of the Talk

Customer experience is no longer just about faster support or “better chatbots.” AI is reshaping the entire customer journey - predicting intent, resolving issues before they become complaints, personalizing key touchpoints, and helping businesses move from reactive service to proactive loyalty.

In this session, we’ll look at where AI is creating measurable CX impact today, what’s changing next with agentic and multimodal AI, and what it takes to deliver this responsibly - good data, clear governance, and humans-in-the-loop for critical decisions.

All are welcome:

Please circulate this to all your interested colleagues, associates and friends. Please register in large numbers and derive maximum benefit. **Advance registration is mandatory for participation. Participants will also get Participation Certificate.**

(Prof. M. N. Hoda)

Director, BVICAM, New Delhi

(Prof. Subrata Mukhopadhyay)

Chairperson, CNA Group, IEEE DS