

	APIDAYS AMSTERDAM 2019 DAY 2 : 19 June 2019		
	The Rise of Contextual Communications		
	Main Auditorium (Chapel)	Breakout Session (Room 4/5)	Workshop (Salon)
8:00 > 9:00	REGISTRATION & WELCOME BREAKFAST		
9:00 > 9:15	APIdays Amsterdam 2019 Welcome		
9:15 > 10:00	Keynote: Single Consciousness AI Mark Castleman , Partner, Mistletoe		
10:00 > 10:20	How CPaaS is Turning Business Communications Inside Out (Intro), Raul Castanon-Martinez, CEO, Senior Analyst, 451 Research	Voximplant Workshop Traditional development vs visual programming in CPaaS	
10:20 > 11:00	Telco Panel , moderated by Raul Castanon-Martinez, with Anuschka Diderich (KPN) Bahadir Yavuz (Proximus) Marjukka Niinioja (Osaango)		
11:00 > 11:30	COFFEE BREAK		
Customer Experience		Big Data AI Chatbots	Sponsor Workshops
11:30 > 11:55	APIs enable a smarter CX , Ali Bouhouch, CTO & VP of Enterprise Architecture, SEPHORA	Human Computer Rapport , Dr. Mark K. Smith, CEO, ContactEngine	THIS (Torry Harris Integration Solutions) Workshop How to assemble a digital marketplace in 60 minutes
11:55 > 12:20	Learnings of building our own global contact center , Henk Dick, Product Owner Twilio Web and Mobile Interactions, ING Bank	Each Patient is a Customer , Sander Bijl, Co-founder COO, BeterDichtbij	
12:20 > 12:45	Chasing the Golden Goose - Keeping up with Today's Customers , Andrew Maher, CX Evangelist, Avaya	API and Conversational Computing - A transformational combination , Andrew White, CEO, Contexta 360	
12:45 > 14:00	LUNCH & NETWORKING	Women in APIs Workshop	Telco Lunch (by invitation)
The Future of CPaaS		API Integration & IPaaS	Sponsor Workshops
14:00 > 14:25	How Communications Service Providers stay relevant in an API-driven world , Jean Deruelle, VP Engineering & CTO, Teletax	Observability: more data, more questions , Albert Alberts, Architect, KPN	VoIP Innovations Workshop Apidaze: how to quickly prototype apps and integrate voice, video, and SMS features
14:25 > 14:50	CPaaS players and their dependence to traditional telecom operators , Thomas Laboulle, CEO, TokuWorld	Open Banking is the journey to digital ecosystems , Koen Adolfs, Product Owner Open Banking, ABN Amro	
14:50 > 15:15	Intelligent CPaaS with AI-powered capabilities , Alexey Aylarov, CEO, Voximplant	Ottspott Connect: Simplifying CPaaS & CRM Integration , Luis Borges Quina, CEO, Ottspott + Voicemail: Outdated or the Future , Karel Bourgois, CEO, Voxist	
15:15 > 15:45	COFFEE BREAK		
CPaaS Next Gen		Making UC Great Again	Sponsor Workshops
15:45 > 16:10	Why the future of CPaaS is Human Centric , Moussa Zaghoud, General Manager, Cloud Communication Business Division, ALE	RCS Business Messaging , Rob Wijsman, Senior Pre-Sales Engineer, Mavenir	JpU Workshop Cellular Network Firewall Demo
16:10 > 16:35	CPaaS Next Gen Panel , moderated by Mark Winther, IDC, with Moussa Zaghoud (ALE) David Walsh (VoIP Innovations) Mark Castleman (Mistletoe) Benoît Aubas (Wazo) Alexey Aylarov (Voximplant)	The AsyncAPI specification , Fran Mendez, Founder, AsyncAPI	
16:35 > 17:00		Zang Avaya APIs , Davide Petramala, Director GTM, Avaya Cloud	IBM Workshop Best practices to set up an agile integration architecture
17:00 > 17:25	CEX Sells - or why the customer is always right , Deborah Wietzes & Beate van Dongen, authors, CEX Sells		
17:25 > 17:30	API Days Amsterdam 2019 Wrap-Up & 2020 Plan , Rob Kurver, Laila van Hooff, Mehdi Medjaoui, Luis Borges Quina		
17:30 > 18:30	CLOSING OF EVENT		