pulse

MAY 15–16
ST. LOUIS, MO

AI & INNOVATION
ATTENDEE GUIDE

OH YEAH! # OH YEAH!
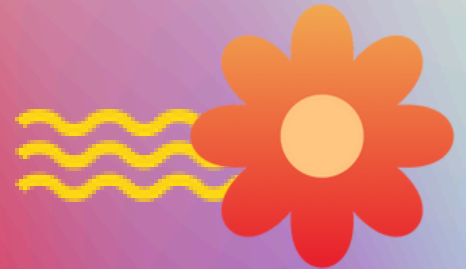
The #1 Conference for Unleashing the Power of Your Customers

2,500+
ATTENDEES

70+
SESSIONS

125+
SPEAKERS

1
EPIC PARTY

Must-Attend Sessions

There's no way to go to every session, so be sure to check out these fab four!

Keynote

Day 1 Opening Keynote

Join us for the Pulse 2024 opening keynote featuring a welcome by Gainsight CEO, Nick Mehta, and President & COO, Chuck Ganapathi. In a time where challenges loom large, we confront the realities of today's business landscape. This year, we are thrilled to include the Gainsight Product team who will unveil exciting AI innovations. These cutting-edge advancements are designed to help people be more efficient and proactive in their jobs, transforming the way work is done. We'll explore the promise of AI that is human-first and outline the principles guiding our path forward. Together, we'll show how to navigate the shifting tides of business with resilience, ingenuity, and a renewed focus on what truly matters to your customers – the human connection.

Track 2 | Session 2

Embracing AI to Increase Customer Value and Business Efficiency

Explore the power of AI for enhancing customer value and business efficiency. Learn how to unify post-sale AI initiatives, prioritize strategies, and gain insights from a specific AI-driven success story at LinkedIn.

Track 10 | Session 6

Unleashing the Power of AI in CS: Amplifying Empathy and Delivering Human-First Value

AI has become ubiquitous in SaaS - but beyond the buzz, what does AI truly mean for the customer success industry? In this session, hear how Gainsight sees AI as the ultimate catalyst, transforming how we work, think, and connect in the digital era. Discover the power of AI to unlock unprecedented productivity, pinpoint meaning and insights from deep customer data sets, and supercharge customer-focused strategies for scale across your business. We'll explore how AI will help us forge deeper, more meaningful human connections through technology and talk tactics on how Gainsight sees AI evolving in CS.

Track 10 | Session 9

On the Road to AI-Powered: A Deep Dive Into Gainsight's AI Roadmap

Want the inside scoop on how AI is already coming to life across the Gainsight platform? Join this deep dive to hear what's new, next and future-forward on Gainsight's roadmap around AI innovation. Hear from the builders themselves on what's got them excited and where AI will drive radical improvements and have meaningful impact across Gainsight's tech stack in 2024 and beyond.

Session Short List

Uncertain where to begin? No worries, we're here to assist. Explore our curated session selections for people interested in AI & Innovation.

Day 1 | Session 1 | 10:15 AM

Track 1 | From Silos to Synergy: Unlocking the Growth Potential of Customer Success & Product Partnerships

Track 5 | Digitizing the Customer Experience from Onboarding to Renewal

Day 1 | Session 2 | 11:15 AM

Track 2 | Embracing AI to Increase Customer Value and Business Efficiency

Track 8 | Leveraging Community Engagement for Enhanced Sales and Support Efficiency

Day 1 | Session 3 | 2:00 PM

Track 5 | CS + AM + AI: Teaming Up for Expansion Fun and Profit

Track 7 | Getting Your Contact Management House in Order: Contact Data in Customer Success

Day 1 | Session 4 | 3:00 PM

Track 7 | Navigating the Digital Customer Journey: Strategies for Scalability and Personalization

Track 2 | The Bad News: AI Can't Build You a World Class Culture. The Great News: YOU CAN

Session Short List
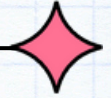
Day 1 | Session 5 | 4:15 PM

Track 3 | Gen AI for Customer Success: The Hype, the Hope, and the HELL YA!

Track 7 | The Evolution of Success Plans at Alteryx - From Human to Machine to Cyborg

Track 8 | Automation + Recognition: How to THRIVE (Not Just Survive) with Limited Resources

Day 2 | Session 6 | 11:00 AM

Track 10 | Unleashing the Power of AI in CS: Amplifying Empathy and Delivering Human-First Value

Track 7 | Maximizing Impact at All Levels: Building a Mature Customer Success Scale Program

Day 2 | Session 7 | 12:00 PM

Track 10 | AI for All: Leveraging AI as a CSM or CS Leader

Track 4 | Retention Realities: Collaborating Across Functions To Drive Customer Renewal Success

Day 2 | Session 8 | 2:45 PM

Track 10 | Panel: Is AI Always the Answer? Exploring AI Solutions and Use in CS

Track 5 | Transforming CX into Revenue: The Art of Success Monetization

Day 2 | Session 9 | 3:45 PM

Track 10 | On the Road to AI-Powered: A Deep Dive Into Gainsight's AI Roadmap

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ATTENDEE ACTIONS:

- <u>Register</u> for Pulse 2024

- Deep dive into the full <u>agenda</u>

- Once the agenda builder is available, be sure to log in and select sessions as favorites to organize your day effectively.

- Tell your friends and colleagues you're headed to #Pulse2024

QUESTIONS?
pulseus@gainsight.com

<u>GROUP PRICING</u>
<u>AVAILABLE</u>