

Time	KEYNOTE STAGE & LEADERSHIP IN CS TRACK	TECH-TOUCH IN CS TRACK	CS HANDS-ON TRACK	CUSTOMER SUPPORT TRACK
	Meyerhoff Hall - Ground Floor	Martha Hall - Upper Floor	The Studio Hall - Upper Floor	Marlen Hall - Upper Floor
08:00 - 09:00	Registration, Networking & Breakfast			
09:00-09:05	Conference Opening by Ishai Golan			
09:05-10:00	KEYNOTE PANEL DISCUSSION: "Rising Strong: Embracing Uncertainty while Empowering Businesses" moderated by Shiri Levi-Laor - COO, Amdocs Industry Platforms, Batsheva Moshe - General Manager, Wix Israel, Itay Rand - General Partner, 10D, Harel Givon - General Manager, Amdocs Israel, Itai Margalit - AVP & Country Leader for Israel, Salesforce			
10:00-10:30	Networking Coffee Break & Expo Time			
10:30 - 11:15	PANEL DISCUSSION: "The Evolving Client Expectations in Customer Success" moderated by Varda Tirosh - Chief Customer Officer, Optimove, Yael Haloutz - VP Customers, PayEm, Michal Harel - Global Customer Success Executive, Einav Rothschild - RVP Customer Success, EMEA & LATAM, AppsFlyer	PANEL DISCUSSION: "AI-Driven Tactical Tools to Achieve Optimization, Efficiency, and Long-Term Profitability" moderated by Idan Liron-Livne - Founder & CEO, The Customer Success Company, Dr. Alon Talmor - CEO & Founder, Ask-AI, Or Guz - VP of Customer Success, Velocity, Nir Friedman - Regional Vice President, Salesforce, Yoav Lapid - Director of Product, Zency	MASTERCLASS: "MasterChef -The Taste of Successful Opportunities" by Guy Galon - VP of Customer Success, Obrela	PANEL DISCUSSION: "Rage Against the Machine - How Can AI tools Improve User Experience and How Can They Cripple Them" moderated by Daniel Goldfeld - VP of Customer Success, Mine, Shani Brenmiller - Director of Customer Success Operations, Silverfort, Or Karas - VP Customer Success, Justt, Doron Pryluk - Customer Experience, Success & Operations Leader, Colleen AI
11:20-11:50	SESSION: "Making Your Customer Success Team a Revenue Powerhouse" by Aviel Sivan - Global Head of Customer Success, Windward	SESSION: "AI-Driven Customer Success: The Future of Customer-Facing Teams" by Dr. Alon Talmor, CEO & Founder of Ask-AI & Kim Landau - Director of Customer Success, monday.com	MASTERCLASS: "The Art of Discovery" by Daniel Skolnick - VP of Customer Success, Mavens	FIRESIDE CHAT: "Navigate Trust and Knowledge Management in AI Adoption" by Boaz Arbel - CRO, Worknet.ai & Itai Shabtai - Senior CX Knowledge Team Lead, monday.com
11:55-12:25	SESSION: "Revitalizing Renewal and Customer Success Teams through Automation and Multi-year Strategy" by Sharon Shafran - VP Customer Success and Operations, Emerson (NI)	SESSION: "Unlocking Digital Customer Success: Navigating the Complexities for Sustainable Growth" by Yair Bortinger - Head of CS Operations, ControlUp	WORKSHOP: "How to Handle Customer Objections as a CSM" by Asaf Gordo - VP Customer Success and Support, WiseStamp	SESSION: "AgentOS - The Foundation for Next-Generation AI Agents" by Nadav Tovias - GM Israel, DevRev
12:30-13:00	SESSION: "Customer Success as a Growth Engine" by Adi Janowitz - CCO, HiBob	SESSION: "The CSM Toolkit: Transform Product Insights into Revenue" by Ohad Biron - CEO & Co-founder, Bagel AI		SESSION: "How AI is Enabling Enhanced Customer Support: Chatbots, Sentiment Analysis, and Proactive Strategies" by Danny Pinto - VP Global Support, Yotpo

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13:00-14:00	Lunch Break & Expo Time			
14:00-14:40	PANEL DISCUSSION: "Winning the complexity of Multi-Products in Customer Success Management" moderated by Chilik Hochberg - Director of Customer Success, Dynatrace, Natan Israeli - Chief Customer Officer, Kaltura, Tal Arabov - VP Customer Success, Cybellum, Hen Kletter - Customers and Operations Executive, Shai Diamant - VP Account Management, WSC Sports	PANEL DISCUSSION: "Optimizing Customer Success through RevOps: Strategies, Challenges, and Best Practices" moderated by Leore Spira - Director of Revenue Operations, Blink Ops, Noa Shaul - Chief of Staff, CS, Armis, Ilana Yakobi - VP Customer Services, DoControl, Ziv Ambar, VP Customer Care, Matics	WORKSHOP: "Unlocking Peak Productivity: Strategies and Secrets for Success" by Idit Moshe - Entrepreneur & Productivity expert, Global partner at GTD-Israel	PANEL DISCUSSION: "Unleashing the Power of Effective Escalation Management in Customer Support for Go-to-Market Teams" moderated by Peleg Samson - VP of Customer Success, Guidde, Ruthy Ahuvi - Head of Enterprise Support, Israel and Sub-Saharan Africa at Amazon Web Services (AWS), Dani Schuchman - Group Manager, Global Escalation Management, Atlassian, David Asraf - VP of Global Support, Varonis Systems
14:45-15:15	SESSION: "The Importance of Partner Success: Driving Customer Retention and Expansion within Your Partner's Client Base" by Nir Cohen - Director of Partner Success, Silverfort	SESSION: "Beyond the Dashboards: How Data Drives Customer Success Excellence" by Tehila Solnik Sabag - Director of CS Operations, AppsFlyer	WORKSHOP: "How to become a Value-Driven CSM - Business Mastery Workshop" by Ifat Lev - B2B CS at Scale Consultant, Ex. Sisense, Microsoft, NICE	SESSION: "Beyond Troubleshooting: Strategic Use of OKRs and Technology to Redefine Customer Experience" by Ori Sandler - Global Director of Customer Experience, HiBob
15:20-15:50	SESSION: "The Unicorn challenge - Becoming a strategic enabler at scale" by Yoav Ziv - Chief Customer Officer, Checkmarx	SESSION: "Navigating the Maze: Consolidating Customer Data for Enhanced Success and Retention" by Ran Ramati - VP of Customer Success, Silverfort		SESSION: "Making Customers Self-Sufficient - Building a Unified Knowledge and Learning System for Customers" by Mazal Lev - Product Education Lead, monday.com & Inbar Rodan - Product Enablement Group Lead, monday.com
15:50-16:10	Networking Coffee Break & Expo Time			
16:10-17:00	KEYNOTE PANEL DISCUSSION: "Customer Success in Volatile Times: Centricity, Efficiency, and Growth" moderated by Boaz Arbel - Co-founder & CRO, Worknet, Gali Kedar - CCO & GM EMEA, Firebolt, Adi Janowitz - CCO, HiBob, Sharon Shafran - VP Customer Success and Operations, Emerson (NI)			
17:00-17:05	Closing Remarks by Ishai Golan			

