

AGENDA

Revolutionising Customer Experiences with Agentic AI

Executive Dinner

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REVOLUTIONISING CUSTOMER EXPERIENCES WITH AGENTIC AI



November 04, 2026

6:00 PM-9:30 PM

Central European Time

As customer expectations rise, organisations are rethinking how experiences are delivered, shifting from static journeys to dynamic, real-time interactions. This session explores how agentic AI enables more responsive, data-driven engagement across service, marketing, and digital channels, helping teams move beyond siloed automation toward more connected and adaptive customer experiences. We'll also look at practical use cases, from proactive service to real-time personalisation, and discuss what it takes to make this work in practice by bringing together data, systems, and AI to deliver measurable impact without adding unnecessary complexity.

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