

# AGENDA

The Intersection of Human Touch & AI in Elevating Customer Experiences

## Executive Dinner

### SPEAKERS



**Anders Gericke**  
Director, Head of  
Billing CX &  
Operation  
Nuuday



**Odin Skovsted**  
Director, Customer  
Success  
Intel



**John-Erik Sommer  
Børresen**  
Senior Director,  
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**Morten Lantow**  
Head of Machine  
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**Vanitha  
Venkatasubramaniam**  
Associate Director,  
Commercial  
Excellence  
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**Martin Kronborg**  
Director, Customer  
Experience  
VELUX



**Steen Clausen**  
Director Customer  
Support  
HARMAN  
International



**Laura Dumitrache**  
Head of Customer  
Care  
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**Camilla Kjær  
Hejselbæk**  
Markedschef -  
Director Market  
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**James Adamczuk**  
CX Evangelist EMEA  
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**James Adamczuk**  
Global CX Strategy  
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THE INTERSECTION OF HUMAN TOUCH & AI  
IN ELEVATING CUSTOMER EXPERIENCES



November 19, 2024

5:30 PM-9:00 PM

Central European Time

In today's fast-paced digital landscape, the synergy between human touch and AI innovation is reshaping the way businesses connect with their customers. In this session we will dive into how leading organisations are seamlessly integrating the power of AI with the irreplaceable essence of human touch to create unparalleled customer experiences. We will discuss the dynamic intersection of empathy-driven interactions and artificial intelligence, paving the way for a new era in customer engagement.

TOGETHER WITH  
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