

# 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, Product & Offering Management  
VELUX Commercial



**Morten Lantow**

Head of Machine Learning Operations  
DSV



**Vanitha Venkatasubramanian**

Associate Director, Commercial Excellence  
Novo Nordisk



**Martin Kronborg**

Director, Customer Experience  
VELUX



**Steen Clausen**

Director Customer Support  
HARMAN International



**Laura Dumitrache**

Head of Customer Care  
Hempel



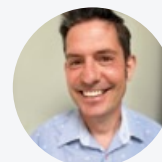
**Camilla Kjær Hejselbæk**

Markedschef - Director Market  
Koda



**James Adamczuk**

CX Evangelist EMEA  
Zoom



**James Adamczuk**

Global CX Strategy Lead  
Zoom

[Click Here to Register](#)

# 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  
**zoom**