

AGENDA

The Intersection of Human Touch & AI in Elevating Customer Experiences

Executive Dinner

SPEAKERS



James Adamczuk
CX Evangelist EMEA
[Zoom](#)



Babatunde Olagoke
Head of Digital
Contact Center
[Nordea](#)



Fredrik Nyblom
Customer Care
Manager
[Securitas Group](#)



Josefin Roennqvist
Regional Customer
Service Manager
Nordics & Baltics
[Epiroc AB](#)



**Joachim Meyer
Andersen**
Vice president
customer experience
[Coor](#)



**Christian
Hörnebrant**
Customer Experience
Manager
[Telia](#)



Örjan Möller
Former SVP, Head of
IT Services
[Stora Enso](#)



Elisabetta Bari
VP Global Product
Innovation (Fabric &
Dish Care)
[Electrolux](#)



Chaza Khalil
Customer Experience
Director
[Ericsson](#)



Karolin Ahlqvist
Innovation Director
[Max Matthiessen](#)



James Adamczuk
Global CX Strategy
Lead
[Zoom](#)

[Click Here to Register](#)

**THE INTERSECTION OF HUMAN TOUCH & AI
IN ELEVATING CUSTOMER EXPERIENCES**



May 29, 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.

PANELISTS



James Adamczuk
CX Evangelist EMEA
[Zoom](#)

TOGETHER WITH
zoom