

# AGENDA

The Intersection of Human Touch & AI in Elevating Customer Experiences

## Executive Dinner

### SPEAKERS



**James Adamczuk**  
CX Evangelist EMEA  
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**Babatunde Olagoke**  
Head of Digital  
Contact Center  
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**Fredrik Nyblom**  
Customer Care  
Manager  
[Securitas Group](#)



**Josefin Roennqvist**  
Regional Customer  
Service Manager  
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**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 &  
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[Electrolux](#)



**Chaza Khalil**  
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Innovation Director  
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**James Adamczuk**  
Global CX Strategy  
Lead  
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**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](#)

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