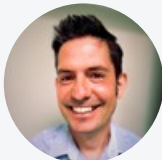


AGENDA

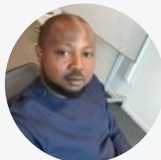
The Intersection of Human Touch & AI in Elevating Customer Experiences

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



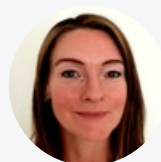
Örjan Möller
Former SVP, Head
of IT Services
Stora Enso



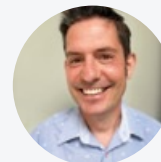
Elisabetta Bari
VP Global Product
Innovation (Fabric &
Dish Care)
Electrolux



Chaza Khalil
Customer
Experience Director
Ericsson



Karolin Ahlqvist
Innovation Director
MaxMatthiessen



James Adamczuk
Global CX Strategy
Lead
Zoom

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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.

SPEAKER



**James
Adamczuk**

CX Evangelist
EMEA
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