C VISION INTERNATIONAL

AGENDA

Redefining CX - The AI Powered Future of Customer Experience

Executive Dinner

SPEAKERS



Ben Neo
Contact Center & Cx Sales Head (EMEA)
Zoom



Russel Bigg
Digital Workplace and CX Team Lead
NTT DATA, Inc



Nilesh Upadhye
VP of Global Customer Delivery
Mastercard



Bogdan Grigorescu
Sr. Technical Lead Engineering & Automation
Direct Line Group



Denesh Ashok
Divisional CIO, B2G - London Bus | Digital, Data and Technology Head
First Bus London



Anca Bontea
Associate Director, Digital Marketing
Regnology

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REDEFINING CX: THE AI-POWERED FUTURE OF CUSTOMER EXPERIENCE

February 25, 2026
6:00 PM-9:30 PM
United Kingdom Time

AI continues to dominate the conversation around customer experience, yet many organizations struggle to translate ambition into measurable impact. This exclusive executive engagement brings together CX leaders to explore how AI is being applied in practice to improve customer engagement, operational efficiency, and business outcomes. Drawing on insights from primary research across 600 UK enterprise organizations, the discussion will highlight where AI adoption is succeeding, where it is falling short, and why execution remains a challenge. Attendees can expect to gain perspective on how to better align teams, deploy AI across the customer journey, and make more informed decisions about where AI can meaningfully enhance the customer experience.

TOGETHER WITH

