C VISION INTERNATIONAL

AGENDA

Global CX Reinvented: AI, Automation, and Human Creativity at Scale

Executive Dinner

SPEAKERS



Fox Ahmed
Global Head of Cybersecurity & Technology and Data Protection Regulatory Risk
BNP Paribas



Georg Ell
CEO
Phrase



Puneet Goenka
Industry Leader- Retail
AWS



Sapna Kandukuri
Marketing
LSEG (London Stock Exchange Group)

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GLOBAL CX REINVENTED: AI, AUTOMATION, AND HUMAN CREATIVITY AT SCALE

November 20, 2025
6:00 PM-9:30 PM
United Kingdom Time

Customer experience is entering a new era one where AI, automation, and human creativity converge to shape how global enterprises engage, scale, and grow. At this private roundtable, senior executives will explore how to align efficiency, growth, and resilience as top CxO priorities.
Discussion will center on how AI is redefining engagement strategies, where automation creates measurable ROI, and why human oversight remains indispensable. Leaders will debate the role of multilingual strategy in digital transformation, balancing central brand control with local market personalization, and turning global content into a driver of growth.
The session will also examine how to build operational excellence by breaking down silos across product, marketing, and support while preparing teams for hybrid AI + human workflows that can adapt to evolving customer expectations.

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