

AGENDA

The Autonomous Advantage: Agentic AI and its role in High Value Customer Engagement

Executive Dinner

SPEAKERS



Dr Andy Lewis
Fellow of AI and
Decisioning
Pegasystems



**Uwe
Borgmann**
Senior Director
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**Rachel
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Managing Director,
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**Claudia
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**Christoph
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Founder & CEO
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THE AUTONOMOUS ADVANTAGE: AGENTIC AI AND ITS ROLE IN HIGH VALUE CUSTOMER ENGAGEMENT



May 05, 2026

6:00 PM-9:30 PM

Central European Time

Discover how agentic AI is transforming customer engagement, moving organizations from reactive campaigns to always-on, autonomous interactions that deliver the right action in the right channel at the right moment. As CMOs seek personalization at scale, CDOs turn data into intelligence, and COOs push for efficiency, agentic AI serves as a centralized decisioning engine that continuously learns and optimizes across every touchpoint.

Leading organizations are already seeing measurable gains, from higher engagement and increased business value to stronger, real-time personalization. Join us to explore how autonomous AI can unify data, decisions, and channels, turning customer engagement into a scalable competitive advantage.

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