

AGENDA

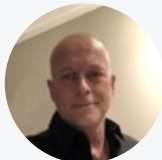
The Intersection of Human Touch & AI in Elevating Customer Experiences

Executive Dinner

SPEAKERS



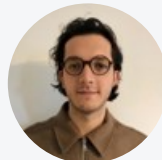
Patrick van Kalken
CDO
Nutreco



Klaas Buist
Digital Director
Visco



Nick Amodeo
Group Data & Analytics Director
TIP Trailer Services



Filippo Scocco
Global Consumer Engagement & Personalization Manager
Adidas



Kanwar Singh
VP, Digital Transformation (Operations)
Elsevier



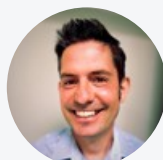
Sushma Earaiah
Chief Digital & Information Officer, Foods Europe & Global Marketing
Unilever



Gozde Toral Gursoy
Director, Data Strategist
Philips



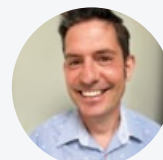
Jordy Kuiper
Head of Customer Success Management
Worldline



James Adamczuk
CX Evangelist EMEA
Zoom



Sonja Radenkovic
VP UX Design
TomTom



James Adamczuk
Global CX Strategy Lead
Zoom

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THE INTERSECTION OF HUMAN TOUCH & AI IN ELEVATING CUSTOMER EXPERIENCES



November 20, 2024

6:00 PM-9:30 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.

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