

## 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  
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**Fredrik Nyblom**  
Customer Care Manager  
Securitas Group



**Josefin Roennqvist**  
Regional Customer  
Service Manager  
Nordics & Baltics  
Epiroc AB



**Joachim Meyer  
Andersen**  
Vice president customer  
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**Christian Hörnebrant**  
Customer Experience  
Manager  
Telia



**Örjan Möller**  
Former SVP, Head of IT  
Services  
Stora Enso



**Elisabetta Bari**  
VP Global Product  
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Electrolux



**Chaza Khalil**  
Customer Experience  
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**Karolin Ahlqvist**  
Innovation Director  
Max Matthiessen

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**May 29, 2024**

5:30 PM-9:00 PM

Central European Time

## The Intersection of Human Touch & AI in Elevating Customer Experiences

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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## PANELISTS



Speaker

**James Adamczuk**  
**CX Evangelist EMEA**  
Zoom

TOGETHER WITH  
**zoom**