

The Intersection of Human Touch & AI in Elevating Customer Experiences

# Executive Dinner

## SPEAKERS



**James Adamczuk**  
CX Evangelist EMEA  
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Head of Digital Contact  
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**Fredrik Nyblom**  
Customer Care Manager  
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Regional Customer  
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**Joachim Meyer  
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Vice president customer  
experience  
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**Christian Hörnebrant**  
Customer Experience  
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**Örjan Möller**  
Former SVP, Head of IT  
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**Elisabetta Bari**  
VP Global Product  
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**Chaza Khalil**  
Customer Experience  
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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  
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