

# AGENDA

The Intersection of Human Touch & AI in Elevating Customer Experiences

## Executive Dinner

### SPEAKERS



**Anders Gericke**  
Director, Head of Billing  
CX & Operation  
Nuuday



**Odin Skovsted**  
Director, Customer  
Success  
Intel



**John-Erik Sommer  
Børresen**  
Senior Director, Product  
& Offering Management  
VELUX Commercial



**Morten Lantow**  
Head of Machine  
Learning Operations  
DSV



**Vanitha  
Venkatasubramaniam**  
Associate Director,  
Commercial Excellence  
Novo Nordisk



**Martin Kronborg**  
Director, Customer  
Experience  
VELUX



**Steen Clausen**  
Director Customer  
Support  
HARMAN  
International



**Laura Dumitrache**  
Head of Customer Care  
Hempel



**Camilla Kjør  
Hejselbæk**  
Markedschef - Director  
Market  
Koda



**James Adamczuk**  
CX Evangelist EMEA  
Zoom

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**November 19, 2024**

5:30 PM-9:00 PM

Central European Time

The Intersection of Human Touch & AI in Elevating

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# 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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