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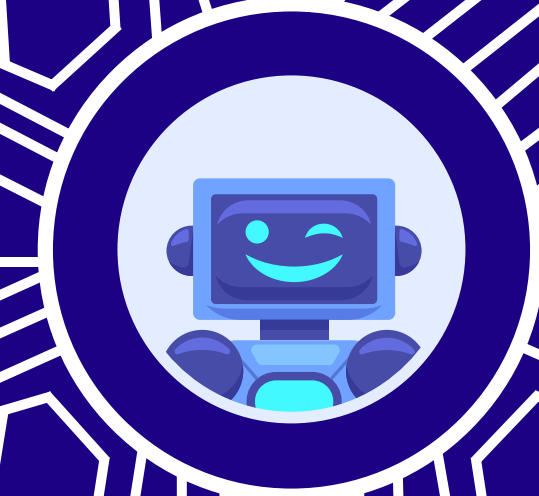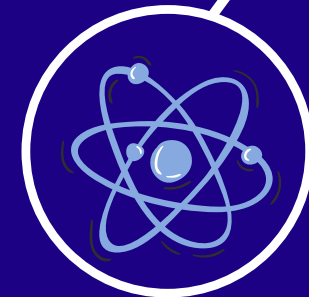
Conversational AI & Customer Experience Summit

6TH & 7TH NOVEMBER 2024

3RD ANNUAL

MUNICH, GERMANY

https://conversationaltechsummit.com/

INTRODUCTION

From inside jokes to cultural references and wordplay, every statement of human conversation is highly complex as it is built on shared context and previous interactions. Humans speak in highly nuanced ways without skipping a beat. Each response follows the last, almost instantly. For a quality conversation between a human and a machine, responses have to be quick, intelligent and natural-sounding. True Conversational AI goes above and beyond rule-based answering engines to understand the context, analyze the text and speech, the intent behind the questions and also consider the user's preferences. Conversational AI that uses natural language processing, automatic speech recognition, advanced dialog management, deep learning and machine learning has the ability to engage in human-like dialogue, capturing context and providing intelligent responses.

Today's AI-based chatbots can have full-blown communication that leave people feeling like they finished having a conversation with a person. Conversational AI is a key for many brands that wish to improve the customer experience as it can help them connect with their consumers in the channels they use the most and it can provide personalized experiences that are quicker and more convenient than traditional ways of interacting with brands.

Conversational AI & Customer Experience is a 2-day networking event that will invite visionary speakers, industry experts, innovative chatbots, and conversational AI technology providers on one platform and facilitate the discussion pertaining to the current trends, Future Innovation, Policies, and Regulations in the field of Conversational AI.

WHY CHOOSE US

Welcome to the Conversational AI & Customer Experience Summit, your premier destination for unlocking the future of customer engagement. Dive into the latest advancements in artificial intelligence and natural language processing, shaping the way we interact with customers. Our event offers a unique opportunity to explore trends, breakthroughs, and best practices driving customer service evolution. Beyond insights, connect with industry experts, network, and learn from their journeys. Join us for an immersive experience where innovation meets networking, shaping the future of customer experience together.

WHO SHOULD ATTEND

- Digital Transformation & Strategy
- Marketing
- Technology
- Innovation
- Brand Management
- Product
- Customer Experience
- Customer Success
- Designer and Researcher
- Solutions Delivery
- ICT Architecture & Engineering
- Speech Applications Research
- Enterprise CRM Architect
- Audio Signal Processing
- Customer Service
- Client Services
- Operations
- Call Center
- Sales
- General Manager
- Artificial Intelligence
- Data Scientists

INDUSTRIES

- Banking & Financial Services
- Retail & e-Commerce
- Automotive
- Education & technology
- Pharma & Healthcare
- Telecommunication
- Consultancy
- Technology & Software
- Internet
- Hospitality
- Manufacturing
- Transportation & Logistics

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SPEAKERS

ELENI VERTEOURI

GenAI Tech lead in Conversational Banking

UBS

SABINE OBERHAUSEN

Senior Customer Experience Transformation Manager

telecolumbus

SØREN MEINCKE PERSSON

Head of Data Engineering

Telia

TINA RAHMAN

Product Owner Conversational AI

O₂ Telefónica

DR. OLGA KHRYAPCHENKOVA

Lead Experience Manager

NIO

MANU PANDEY

Vice President – Customer Experience

Swiss Re

EGOR KRAEV

Head of AI

WISE

NATASJA WIENTJES

Senior Director Customer Service

DHL

CHRISTOPH ESSLINGER, PH.D.

Co-Founder & Managing Director

Ideabay.AI

SPEAKERS

MICHAEL MCTEAR

Emeritus Professor

Ulster University

GENNARO MONTANINO

Solutions Architect

AXA

ELISABET S.

Head of Marketing Omnichannel Strategy & Customer Experience

NISSAN MOTOR CORPORATION

ERWIN PELLEMANS

Product Owner Robotics & Artificial Intelligence

Rabobank

GIANCARLO NICCOLAI

VP - Full Stack Generative AI

citi

SALIHA KARAKOYUN

Head of Customer Journey Management

telecolumbus

ALEJANDRO CORREAL

Senior Global Adoption and Change Management Specialist

Nestlé

EDWARD PAULS

Team Lead Generative AI

SWISS

CONNIE HWONG

Lead, Generative AI Communications

SIEMENS

SPEAKERS

SACHIT MAHAJAN

Senior Scientist and Lecturer

ETHzürich

MARK ZAKHVATKIN

Director AI & Data

iu
INTERNATIONALE
HOCHSCHULE

DANIEL ARNST

Senior Conversational AI Architect

O₂ Telefónica

DÁCIL BORGES

Global Consultancy Director Xdroid

Xdroid

JARNO M. KOPONEN

Product Design Manager

zalando

PABLO FRANCO

Director of Product Design

Delivery Hero

GERRY DE GRAAF

Managing Director Xdroid International

Xdroid

QUINTUS STIERSTORFER

Director Synthetic Teaching

iu
INTERNATIONALE
HOCHSCHULE

JULIEN ROUX

Co-Founder

Nebuly AI

SPEAKERS

TRISTAN POST

Lecturer for AI

TLM

DR. RALF NIKOLAI

Head of Product
Management AI

VIER

AARSH SRIVASTAVA

Co-Founder

GRAVITAS AI
DESIGNING TOMORROW

CHRISTOS KOIMTZIS

Business Development
Manager

T

DAY 1   TIMETABLE

08:30 TO 09:00 AM	REGISTRATIONS
09:00 to 09:30 AM	Opening Remarks - Christoph Esslinger

🎤 Keynote 1 — **Michael McTear**

09:30 to 09:50 AM	TBD
09:50 to 10:00 AM	Q&A Session

10:00 to 10:10 AM	Break to move to parallel track rooms

🎤 Keynote 2 — Eleni Verteouri

10:10 to 10:30 AM

The Future of Conversational Banking: Harnessing Smart Agents

- Understanding Smart Agents: Defining the role and capabilities of intelligent conversational agents in modern banking.
- Economic Impact: Exploring the business case for smart agents, including cost savings, efficiency gains, and customer satisfaction improvements.
- Technological Foundations: Delving into the technology behind smart agents, with a focus on large language model (LLM) orchestration and integration.

10:30 to 10:40 AM | **Q&A Session**

🎤 Keynote 2 — Natasja Wientjes

10:10 to 10:30 AM

Keep up with the clicks

- As company we have a strategy to be number 1 for customers, employers and investors.
- How we transform to a service organization with focus on quality.
- How digitization supports the transformation to relational service.
- Achieving concrete results.

10:30 to 10:40 AM | **Q&A Session**

Keynote 3 — Manu Pandey

10:40 to 11:00 AM — **Conversation intelligence for Customer Experience**

- Empowering Personalization and Empathy
- Real-Time Insights and Feedback Loop
- Predictive Analytics for Proactive Engagement

11:00 to 11:10 AM — **Q&A Session**

Keynote 3 — Jarno M. Koponen

10:40 to 11:00 AM — **Content Discovery powered by Generative AI: Learnings and insights from Zalando Assistant**

11:00 to 11:10 AM — **Q&A Session**

11:10 to 11:30 AM — **Coffee & Networking Break**

11:10 to 11:30 AM — **Coffee & Networking Break**

Keynote 4 — CreaLog

11:30 to 11:55 AM — **TBD**

11:55 to 12:05 PM — **Q&A Session**

Keynote 5 — Dácil Borges & Gerry de Graaf

Time	Session
12:05 to 12:25 PM	Revenue Intelligence and CX: Strategies for Maximazing Growth
12:25 to 12:35 PM	Q&A Session

Time	Session
12:35 to 01:35 PM	Lunch & Coffee Break

Keynote 6 — Erwin Pellenmans

Time	Session
01:35 to 01:55 PM	TBD
01:55 to 02:05 PM	Q&A Session

Keynote 6 — Pablo Franco

Time	Session
01:35 to 01:55 PM	The Future of Conversational AI in the Grocery Delivery industry
01:55 to 02:05 PM	Q&A Session

Keynote 7 — Dr. Egor Kraev

02:05 to 02:25 PM — **Context matters: the right domain representation for your chatbot**

02:25 to 02:35 PM — **Q&A Session**

Keynote 7 — Alejandro Correal

02:05 to 02:25 PM — **change management strategy and implementation of Copilot for Microsoft 365 at scale**

02:25 to 02:35 PM — **Q&A Session**

Keynote 8 — Gennaro Montanino

02:35 to 02:55 PM — **Do Domain specific models perform better LLM in intent recognition?**

02:55 to 03:05 PM — **Q&A Session**

Keynote 8 — TBD

02:35 to 02:55 PM — **TBD**

02:55 to 03:05 PM — **Q&A Session**

| 03:05 to 03:30 PM | Coffee & Networking Break |

🎤 Keynote 9 — **Transcom**

| 03:30 to 03:55 PM | TBD |
| 03:55 to 04:05 PM | Q&A Session |

🎤 Keynote 10 — **Aarsh Srivastava**

| 04:05 to 04:25 PM | TBD |
| 04:25 to 04:35 PM | Q&A Session |

PANEL DISCUSSION 1

04:35 to 05:20 PM | **HUMAN-AI SYNERGY: ENHANCING CUSTOMER EXPERIENCE THROUGH COLLABORATION.**

05:20 to 05:30 PM | Q&A Session

05:30 to 06:30 PM | Cocktail Reception

END OF DAY ONE

DAY 2   TIMETABLE

09:00 to 09:20 AM | **Opening Remarks - Christoph Esslinger, Ph.D.**

09:20 to 09:30 AM | **Break to move to parallel track rooms**

🎤 Keynote 1	**Connie Hwong**
09:30 to 09:50 AM	**Conversational AI is Collaborative AI: Enhancing Team Dynamics and Efficiency in Communications**
09:50 to 10:00 AM	**Q&A Session**

🎤 Keynote 1	**Elisabet Sanchez**
09:30 to 09:50 AM	**TBD**
09:50 to 10:00 AM	**Q&A Session**

Keynote 2 — Edward Pauls

10:00 to 10:20 AM

How conversational AI is taking off in Aviation

- Personalized Travel Experience
- Operational Efficiency
- What is up ahead

10:20 to 10:30 AM | **Q&A Session**

Keynote 2 — Dr. Olga Khryapchenkova

10:00 to 10:20 AM

Rethinking the Conversational Design and Product Vision in the Generative AI Era

- From product management to experience management.
- Multimodal approach and collaboration of different interfaces in the information architecture.
- Intuitive conversational design·
- Role of UX research in voice tech feature planning.
- Anthropomorphisation challenges before and after GenAI

10:20 to 10:30 AM | **Q&A Session**

10:30 to 11:00 AM **Coffee & Networking Break**

Keynote 3 | Infobip

11:00 to 11:25 AM | TBD

11:25 to 11:35 AM | Q&A Session

Keynote 4 | Dr. Ralf Nikolai

11:35 to 12:00 PM | Navigating Innovation and Compliance: Leveraging GenAI within the European regulatory framework

12:00 to 12:10 PM | Q&A Session

🎤 **Keynote 5** — **Julien Roux**

12:10 to 12:30 PM — **How to build your own LLM User Feedback Loop with Nebuly.**

12:30 to 12:40 PM — **Q&A Session**

12:40 to 01:40 PM — **Lunch & Coffee Break**

🎤 **Keynote 6** — **Daniel Arnst & Tina Rahman**

01:40 to 02:00 PM — **TBD**

02:00 to 02:10 PM — **Q&A Session**

🎤 **Keynote 6** — **Tristan Post**

01:40 to 02:00 PM — **Driving Real Value with AI/GenAI**

02:00 to 02:10 PM — **Q&A Session**

Keynote 7 — Sabine Oberhausen & Saliha Karakoyun

02:10 to 02:30 PM | Success criteria for a Customer Centricity Transformation

02:30 to 02:40 PM | Q&A Session

Keynote 7 — Mark Zakhvatkin & Quintus Stierstorfer

02:10 to 02:30 PM | Conversational interfaces for education of tomorrow

02:30 to 02:40 PM | Q&A Session

Keynote 8 — Søren Meincke Persson

02:40 to 03:00 PM | How to Effectively Use GenAI to Optimise Your Call Centre

03:00 to 03:10 PM | Q&A Session

Keynote 8 — Sachit Mahajan

02:40 to 03:00 PM | Ethical Considerations in Designing Conversational AI: Balancing Innovation and Responsibility

03:00 to 03:10 PM | Q&A Session

| 03:10 to 03:40 PM | Coffee & Networking Break |

🎤 Keynote 9   **Reserved for Sponsors**

| 03:40 to 04:05 PM | TBD |
| 04:05 to 04:15 PM | Q&A Session |

🎤 Keynote 10   **Reserved for Sponsors**

| 04:15 to 04:35 PM | TBD |
| 04:35 to 04:45 PM | Q&A Session |

| 04:45 to 05:15 PM | Coffee & Networking Break |

🎙 **PANEL DISCUSSION 2**

05:15 to 06:00 PM | **INTEGRATING CONVERSATIONAL AI ACROSS INDUSTRIES: CHALLENGES AND OPPORTUNITIES.**

06:00 to 06:10 PM | **Q&A Session**

END OF DAY TWO

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*the event will be held in english