



Altrusia

Conversational AI & Customer Experience Summit



**6th & 7th
NOVEMBER 2024**

MUNICH, GERMANY

Leonardo Royal Hotel,
Munich, Germany

www.conversationaltechsummit.in

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CreaLog is a leading provider of telecoms solutions for carriers and enterprise customers. The omni-channel offering includes voicebots and chatbots as well as RCS, recording and call analysis and IN services.

CreaLog develops everything from the initial idea to the right solution.

Leading carriers and companies in the financial services, public and service sectors have been relying on CreaLog solutions for over 30 years.

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Infobip is a global cloud communications platform that enables businesses to build connected experiences across all stages of the customer journey while using AI. Accessed through a single platform, Infobip's omnichannel engagement, identity, user authentication and contact centre solutions help businesses and partners in consumer communications to grow business and increase loyalty. Infobip can reach over 7 billion mobile devices and 'things' in 6 continents connected to over 9,700+ connections of which 800+ are direct operator connections. Infobip was established in 2006 and is led by its co-founders, CEO Silvio Kutić, Roberto Kutić and Izabel Jelenić.

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VIER rethinks customer dialogue and communication. With its solutions, VIER makes contact-based business processes more efficient. The company improves the customer experience and the user experience. VIER combines artificial intelligence with human intelligence, expertise with intuition, and years of experience with innovation and research.

Whether in service, sales, or clerking, VIER's intelligent solutions analyze, assist, and automate contact-based business processes in all industries. These solutions elevate employees to a new level of competence. On the VIER technology platform, VIER and its partners orchestrate communication, dialogue, and task processing. It is the only platform from Europe offering complete end-to-end solutions, including secure data, a German cloud, and local service.

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Transcom provides digitally enhanced customer experience (CX) services to some of the world's most ambitious brands. More than 300 clients globally, including disruptive e-commerce players, category-redefining fintechs, and technology legends, rely on Transcom for on-, off-, and nearshoring services.

Transcom's over 33,000 employees work in 90 contact centers and work-at-home networks across 28 countries, creating brilliant experiences in customer care, sales, content moderation, and back-office services.

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Babelforce is the composable CCaaS platform that makes your CX dreams a reality. Our composable builder allows you to create any contact center process you can imagine, connect it to Zendesk, and enhance it with automations. If you can draw it on a whiteboard, you can build it with babelforce.

Start-Up Sponsors



Nebuly is the #1 user experience platform for LLMs. Generative AI models and AI as a whole are poised to become the next computing platform, revolutionizing millions of businesses. At Nebuly, you'll be at the forefront of this transformative technology, shaping the future of AI and seizing the opportunity to make a lasting impact.

Strategic Partner

The logo for Ideabay.AI, featuring the text "Ideabay.AI" in a bold, sans-serif font. The "AI" is in a larger, bolder font weight than "Ideabay". The logo is centered within a white rounded rectangle, which is itself centered within a larger grey rounded rectangle.

Ideabay.AI is not just an award-winning AI experience company; they are part of your team. They are consultants, researchers, and experts who enhance chat and voice bots, advise on ChatGPT and LLM integration, and develop valuable dialog-based product features that redefine customer interaction.

Every added value starts with an idea – Ideabay.AI transforms them with purpose. Their approach is collaborative and results-oriented, ensuring that their strategies align with your specific business goals to drive innovation and growth.

Technology Partner

The logo for Gravitas AI, featuring a stylized orange and blue icon on the left consisting of three slanted parallel lines. To the right of the icon, the text "GRAVITAS AI" is written in a bold, blue, sans-serif font, with "DESIGNING TOMORROW" in a smaller, blue, sans-serif font underneath. The logo is centered within a white rounded rectangle, which is itself centered within a larger grey rounded rectangle.

Gravitas.ai's mission is to enhance customer experience and optimize employee productivity by empowering clients with their world-class, AI-powered omnichannel integrated 360° AI platform—TINA. The platform is equipped with multichannel and multilingual conversational capabilities, robotic process automation, advanced analytics, and data science-driven insights, all designed to enable sustainable, ROI-driven growth for businesses. Clients worldwide trust Gravitas.ai to deliver unparalleled intelligence, security, and scalability, helping them reduce costs, increase lifetime value, and build lasting connections with consumers.

Swiss Dinner Partner



The Swiss software company Adnovum offers its clients comprehensive support in the fast and secure digitalization of business processes. Its core competencies include identity and access management as well as security consulting. Adnovum also helps organizations realize the full potential of Conversational and Generative AI with personalized and intuitive solutions, which create sustainably profitable customer relationships through targeted and efficient interactions. Adnovum's goal is to help companies optimize their customer service across all channels and integrate seamlessly into existing systems to increase efficiency, quality, customer and employee satisfaction, and open up new sales potential. Adnovum's focus is on clients who want to differentiate themselves through innovative digitalization solutions, among them banks, insurance companies, the public sector, and transport and logistics companies.

SPEAKERS



Eleni Verteouri

GenAI Tech lead in
Conversational Banking



Sabine Oberhausen

Senior Customer Experience
Transformation Manager



Søren Meincke Persson

Head of Data Engineering



Tina Rahman

Product Owner
Conversational AI



Dr. Olga Khryapchenkova

Lead Experience Manager



Manu Pandey

Vice President – Customer
Experience



Maxim Romanovsky

VP, Lead Technology
Manager



Natasja Wientjes

Senior Director Customer
Service





Christoph Esslinger, Ph.D.
Co-Founder & Managing Director

Ideabay.AI 



Michael McTear
Emeritus Professor



Gennaro Montanino
AXA Switzerland
Conversational AI Strategy



Elisabet S.
Head of Marketing
Omnichannel Strategy &
Customer Experience



Erwin Pellemans
Product Owner Robotics &
Artificial Intelligence




Alejandro Correa
Senior Global Adoption and
Change Management Specialist





Saliha Karakoyun
Head of Customer Journey
Management

tele:columbus 



Edward Pauls
Team Lead Generative AI



Mark Zakhvatkin

Director AI & Data



Connie Hwong

Lead, Generative AI
Communications



Sachit Mahajan

Senior Scientist and
Lecturer



Daniel Arnst

Senior Conversational AI
Architect



Dácil Borges

Global Consultancy
Director Xdroid



Jarno M. Koponen

Product Design Manager



Pablo Franco

Director of Product Design



Gerry de Graaf

Managing Director Xdroid
International





Julien Roux

Co-Founder



Quintus Stierstorfer

Director Synthetic Teaching



Dr. Ralf Nikolai

Head of Product Management
AI



Tristan Post

Lecturer for AI



Christos Koimtzis

Business Development
Manager



Aarsh Srivastava

Co-Founder



Norman Nielsen

VP Growth (Organic, CRM,
ASO)



Chaehyuen Liem

Product Owner





Ana Burica

Director of Business growth and Strategy



Nina Birac

CDO Marketing Director



Lukas Wogirz

CEO and Co-Founder



Thomas Neumann

Global Conversational AI Lead



Yuri Lakhtionov

Automotive domain director



Julian Hertzog

Chief Revenue Officer



Oliver-Andreas Leszczynski

Director AI & Data



Oleksandr Honchar

Co-Founder & CTO





Anne Schilling

Team Lead Bots &
Conversational AI



Katherine Munro

Data, Analytics & AI Engineer



Evelin Kremer

Director Solutions
Consulting



Anna Mutska

Specialist Bot & AI
Development



Malgorzata Pietrzak

Business Excellence Team
Lead - Tools & Processes



Timetable - Day 1

08:00 TO 09:00 Registrations

09:00 TO 09:20 Opening Remark & Keynote – Christoph Esslinger

KEYNOTE 1

Elisabet Sanchez

09:20 TO 09:50 **20% left. Time to reinvent yourself**

09:50 TO 09:55 Q&A Session

09:55 TO 10:05 Break to move to parallel track rooms

KEYNOTE 2

Eleni Verteouri

10:05 TO 10:25

The Future of Conversational Banking: Harnessing Smart Agents

10:25 TO 10:30

Q&A Session

KEYNOTE 2

Olga Khryapchenkova

10:05 TO 10:25

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

10:25 TO 10:30

Q&A Session

KEYNOTE 3

Erwin Pellemans

10:30 TO 10:50

Innovate with AI solutions in the highly regulated banking industry

10:50 TO 10:55

Q&A Session

KEYNOTE 3

Chaehyuen Liem

10:30 TO 10:50

ConversationalAI @ HeyMercedes"

10:50 TO 10:55

Q&A Session

10:55 TO 11:25

Coffee & Networking Break

10:55 TO 11:25

Coffee & Networking Break

KEYNOTE 4

Anne Schilling & Anna Mutska

11:25 TO 11:50

Beyond Conversational AI – Complex Bot Solutions – A Ukrainian success story

11:50 TO 11:55

Q&A Session

KEYNOTE 5

Dáçil Borges & Gerry de Graaf

11:55 TO 12:15

Revenue Intelligence and CX: Strategies for Maximizing Growth

12:15 TO 12:20

Q&A Session

KEYNOTE 6	Julian Hertzog & Malgorzata Pietrzak
12:20 TO 12:40	You can't spell fail without "AI": How to win a game that 80% lose
12:40 TO 12:45	Q&A Session

12:45 TO 13:45	Lunch Break
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KEYNOTE 7	Maxim Romanovsky
13:45 TO 14:05	Building LLM Applications: Lessons Learned
14:05 TO 14:10	Q&A Session

KEYNOTE 7	Natasja Wientjes
13:45 TO 14:05	Keep up with the clicks
14:05 TO 14:10	Q&A Session

KEYNOTE 8	Gennaro Montanino
14:10 TO 14:30	Do rule-based systems outperform LLMs in intent recognition?
14:30 TO 14:35	Q&A Session

KEYNOTE 8	Jarno M. Koponen
14:10 TO 14:30	Content Discovery powered by Generative AI: Learnings and insights from Zalando Assistant
14:30 TO 14:35	Q&A Session

KEYNOTE 9	Manu Pandey
14:35 TO 14:55	Conversation Intelligence for Customer Experience
14:55 TO 15:00	Q&A Session

KEYNOTE 9	Mark Zakhvatkin & Quintus Stierstorfer
14:35 TO 14:55	Conversational interfaces for education of tomorrow
14:55 TO 15:00	Q&A Session

15:00 TO 15:30	Coffee & Networking Break
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KEYNOTE 10	Nina Birac
15:30 TO 15:50	The Comeback of Voice: Conversational AI's Role in Redefining Communication
15:50 TO 15:55	Q&A Session

KEYNOTE 11	Yuri Lakhtionov
15:55 TO 16:15	Waiting for Demand? Automate or Risk It All.
16:15 TO 16:20	Q&A Session

KEYNOTE 12	Evelin Kremer
16:20 TO 16:40	Fueling the Next Wave of conversational AI in Customer Experience
16:40 TO 16:45	Q&A Session

KEYNOTE 13	Aarsh Srivastava
16:45 TO 17:05	TBD
17:05 TO 17:10	Q&A Session

17:10 TO 17:50	Panel discussion 1				
	<p>HUMAN-AI SYNERGY: ENHANCING CUSTOMER EXPERIENCE THROUGH COLLABORATION.</p> <table border="1"> <thead> <tr> <th>MODERATOR :</th> <th>PANELISTS :</th> </tr> </thead> <tbody> <tr> <td> <p>Christoph Esslinger Co-Founder & Managing Directorger Ideabay.AI</p> </td> <td> <p>Michae McTear : Ulster University – Emeritus Professor Gennaro Montanino : AXA Switzerland Conversational AI Strategy – AXA Katherine Munro : Data, Analytics & AI Engineer – Swisscom Mark Zakhvatkin : Director AI & Data – IU International University of Applied Sciences</p> </td> </tr> </tbody> </table>	MODERATOR :	PANELISTS :	<p>Christoph Esslinger Co-Founder & Managing Directorger Ideabay.AI</p>	<p>Michae McTear : Ulster University – Emeritus Professor Gennaro Montanino : AXA Switzerland Conversational AI Strategy – AXA Katherine Munro : Data, Analytics & AI Engineer – Swisscom Mark Zakhvatkin : Director AI & Data – IU International University of Applied Sciences</p>
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17:50 TO 18:00	Q&A Session				

18:00 TO 18:10

Closing remark for day 1

18:10 TO 19:10

Cocktail Reception

19:00

Invitation Only

Swiss Dinner

END OF DAY ONE

Timetable - Day 2

09:00 TO 09:20	Opening Remark & Keynote – Ray Allen		
KEYNOTE 14	Alejandro Correa		
09:20 TO 09:40	Change management strategy and implementation of Copilot for Microsoft 365 at scale		
09:40 TO 09:45	Q&A Session		
KEYNOTE 15	Ana Burica		
09:45 TO 10:10	IQ+EQ: Revolutionizing Brand–Customer Connections with Emotion–Driven Automation		
10:10 TO 10:15	Q&A Session		
10:15 TO 10:35	Coffee & Networking Break		
KEYNOTE 16	Connie Hwong	KEYNOTE 16	Pablo Franco
10:35 TO 10:55	Conversational AI is Collaborative AI: Enhancing Team Dynamics and Efficiency in Communications	10:35 TO 10:55	The Future of Conversational AI in the Grocery Delivery Industry
10:55 TO 11:00	Q&A Session	10:55 TO 11:00	Q&A Session
KEYNOTE 17	Edward Pauls	KEYNOTE 17	Norman Nielsen
11:00 TO 11:20	How conversational AI is taking off in Aviation	11:00 TO 11:20	Scale globally with AI – How to create a scalable, Customer first experience with latest LLMs
11:20 TO 11:25	Q&A Session	11:20 TO 11:25	Q&A Session
11:25 TO 11:35	Break to move to parallel track rooms		

KEYNOTE 18	Oleksandr Honchar
11:35 TO 11:55	Customer Service Agent Systems for Enterprises: A New Era Beyond Rag
11:55 TO 12:00	Q&A Session

KEYNOTE 19	Thomas Neumann
12:00 TO 12:20	12 Month Recap – Success and Challenges on Supercharging TOBi with GenAI
12:20 TO 12:25	Q&A Session

12:25 TO 13:15	Lunch Break
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KEYNOTE 20	Dr. Ralf Nikolai
13:15 TO 13:35	Navigating Innovation and Compliance: Leveraging GenAI within the European regulatory framework
13:35 TO 13:40	Q&A Session

KEYNOTE 21	Julien Roux
13:40 TO 14:00	How to build your own LLM User Feedback Loop with Nebuly.
14:00 TO 14:05	Q&A Session

KEYNOTE 22	Lukas Wogirz
14:05 TO 14:25	From Reactive to Proactive: The Future of Customer Experience Through Large-Scale Content Discovery
14:25 TO 14:30	Q&A Session

14:30 TO 14:50	Coffee & Networking Break
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KEYNOTE 23	Daniel Arnst & Tina Rahman
14:50 TO 15:10	Unlocking Next-Level Customer Interaction. Exploiting the Power of GenAI for Telefónica's Customer Service Bot Aura
15:10 TO 15:15	Q&A Session

KEYNOTE 23	Michael McTear
14:50 TO 15:10	Using Large Language Models to enhance conversational interaction in chatbots
15:10 TO 15:15	Q&A Session

KEYNOTE 24	Saliha Karakoyun & Sabine Oberhausen
15:15 TO 15:35	Success criteria for a Customer Centricity Transformation
15:35 TO 15:40	Q&A Session

KEYNOTE 24	Tristan Post
15:15 TO 15:35	Driving Real Value with AI/GenAI
15:35 TO 15:40	Q&A Session

KEYNOTE 25	Søren Meincke Persson
15:40 TO 16:00	How to Effectively Use GenAI to Optimise Your Call Centre
16:00 TO 16:05	Q&A Session

KEYNOTE 25	Sachit Mahajan
15:40 TO 16:00	Ethical Considerations in Designing Conversational AI: Balancing Innovation and Responsibility
16:00 TO 16:05	Q&A Session

16:05 TO 16:45	Panel discussion 2	
	INTEGRATING CONVERSATIONAL AI ACROSS INDUSTRIES: CHALLENGES AND OPPORTUNITIES.	
	MODERATOR :	PANELISTS :
	Oliver-Andrea Director AI & Data Meyer Werft GmbH	Søren Meincke Persson : Head of Engineering – Telia Company Christos Koimtzis : Business Development Manager – Deutsche Telekom Digital – Vodafone Thomas Neumann : Principal Manager Digital – Vodafone Ana Burica : Director of Business Growth and Strategy- Infobip
16:45 TO 17:00	Q&A Session	

17:00	Closing Remarks
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END OF DAY TWO

Round table discussion - Day 1

Overcoming Challenges in Conversational AI Adoption		
Time :	Moderator :	Round Table Members :
Day 1 15:25 to 16:25	Oliver-Andreas Leszczynski Director AI & Data Meyer Werft GmbH	Erwin Pellemans : Rabobank Natasja Wientjes : DHL eCommerc Manu Pandey : Swiss Re Olga Khrypchenkova : NIO Alejandro Correal : Nestlé Jarno M. Koponen : Zalando Pablo Franco : Delivery Hero Ivan Kostešić : Infobip Edward Pauls : Swiss International Air Lines

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CONVERSATIONAL AI & CUSTOMER EXPERIENCE SUMMIT

— APRIL 2025, SINGAPORE

COVID-19 HAS PUSHED ECONOMIES GLOBALLY TO UNDERGO ACCELERATED CYBERNATED TRANSFORMATION. CONVERSATIONAL AI IS A SET OF TECHNOLOGIES THAT IS SWEEPING ACROSS INDUSTRIES, AND EVERY COMPANY IS LOOKING TO ADD AI-BASED SOLUTIONS TO AUTOMATE THEIR ROUTINE OPERATIONS. BY UNDERSTANDING THE ESSENCE OF HUMAN LANGUAGES, SPEECH, COMMUNICATION, EMOTIONS, AND REAL INTENT, THE CONVERSATIONAL AI & CUSTOMER EXPERIENCE SUMMIT WILL DISCUSS HOW COMPANIES CAN ACHIEVE HUMAN-LIKE INTERACTIONS BETWEEN COMPUTERS AND HUMANS.

DIGITAL BANKING EXPERIENCE SUMMIT

— MAY 2025, LONDON

THE DIGITAL BANKING EXPERIENCE SUMMIT IS A KEY EVENT FOR FINANCIAL LEADERS AND FINTECH INNOVATORS, FOCUSING ON THE FUTURE OF DIGITAL BANKING. IT EXPLORES THEMES LIKE CUSTOMER-CENTRIC INNOVATION, FINTECH PARTNERSHIPS, AI-DRIVEN AUTOMATION, CYBERSECURITY, AND DIGITAL TRANSFORMATION. THE SUMMIT OFFERS INSIGHTS ON HOW BANKS CAN LEVERAGE TECHNOLOGY TO IMPROVE CUSTOMER EXPERIENCES, ENSURE SECURITY, AND EMBRACE SUSTAINABLE PRACTICES. WITH INDUSTRY KEYNOTES AND NETWORKING OPPORTUNITIES, IT PROVIDES A PLATFORM FOR COLLABORATION AND KNOWLEDGE-SHARING TO HELP SHAPE THE NEXT GENERATION OF DIGITAL FINANCIAL SERVICES.

CONVERSATIONAL AI & CUSTOMER EXPERIENCE SUMMIT

— NOVEMBER 2025, GERMANY

COVID-19 HAS PUSHED ECONOMIES GLOBALLY TO UNDERGO ACCELERATED CYBERNATED TRANSFORMATION. CONVERSATIONAL AI IS A SET OF TECHNOLOGIES THAT IS SWEEPING ACROSS INDUSTRIES, AND EVERY COMPANY IS LOOKING TO ADD AI-BASED SOLUTIONS TO AUTOMATE THEIR ROUTINE OPERATIONS. BY UNDERSTANDING THE ESSENCE OF HUMAN LANGUAGES, SPEECH, COMMUNICATION, EMOTIONS, AND REAL INTENT, THE CONVERSATIONAL AI & CUSTOMER EXPERIENCE SUMMIT WILL DISCUSS HOW COMPANIES CAN ACHIEVE HUMAN-LIKE INTERACTIONS BETWEEN COMPUTERS AND HUMANS.



Event Venue

Leonardo Royal Hotel, Munich, Germany



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