



Agenda

Wednesday - 24th of June

- 14:00h – 18:00 **Certification “AI Readiness & EU AI Act Essentials for Contact Centers”** (including 15 minutes networking pause)
Prof. Dr. Kerstin Prechel - Professorin für Wirtschaftsethik & Digitalisierung
- 18:30 – 21:30 **Barbecue networking dinner**

Thursday - 25th of June

- 09:00h – 09:30h **Arrival & registrations “Meet & Greet” - Networking coffee**
- 09:30h – 09:40h **Welcome – opening session**
Berkan Denkci, VP of Sales for Central Europe – Enghouse Interactive
Moderator: Kristin Rosenow, Head of Marketing & sales - Aixvox
- 09:40h – 10:20h **Global session**
Alex Black – Enghouse Interactive CTO - session
- 10:20h – 10:50h **“Choice and Control: Flexible Customer Interaction Architectures with NTW & Voxtron”**
Patrick Kusseneers, Product Manager – Enghouse Interactive
- 10:50h – 11:10h **SNcom**
Jörg Schwarz, Head of Sales & Marketing - SNcom
- 11:10h – 11:20h **Networkig pause**
- 11:20h – 11:40h **Enterprise-grade CCaaS: Delivering Connected, Secure and Intelligent CX with CxEngage**
Martin Oberdanner, Pre-Sales Director – Enghouse Interactive
- 11:40h – 12:00h **From Campaigns to Conversations: Modern Outbound CX with Elsbeth**
Niels Richthof, Product Management Director – Enghouse Interactive
- 12:00h – 13:00h **Networking lunch**



- 13:00h – 13:30h **Every Conversation Makes the Next One Better (VoC Listens. Agent Assist Acts. AI Connects Them)**
Taoufik Massoussi, Product Manager – Enghouse Interactive
- 13:30h – 14:00h **Presence in Action: Cloud When You Want It, On-Prem When You Need It**
Martin Oberdanner, Pre-Sales Director – Enghouse Interactive
- 14:00h – 14:30h **"The AI You Can't Ignore - and the Rules You Can't Skip" From the latest tools to responsible deployment in customer service**
Prof. Dr. Kerstin Prechel - Professorin für Wirtschaftsethik & Digitalisierung
- 14:30h – 14:40h Networking Pause**
- 14:40h – 15:00h **Partner session – Computacenter – User case**
Axel Christochowitz, Sales Manager (Channel) - Enghouse Interactive
Benjamin Hagemann, Consultant, Computacenter AG & Co. oHG
Sven Schmidt, Teamleiter Infrastrukturdienste - NOW IT GmbH
- 15:00h – 15:20h **Beyond Native Teams: Advanced Call Handling and Attendant with Competella SaaS**
Lars Fredsted, Sales Manager – Enghouse Interactive
- 15:20h – 15:50h **Round table - The Future of Contact Centers in Europe: Technology, People and Performance**
Moderated by: Kristin Rosenow
Participating: Alex Black, Detlev Artelt & Prof. Dr. Kerstin Prechel
- 15:50h – 16:00h **Closure**
Berkan Denkci, VP of Sales for Central Europe – Enghouse Interactive

