



Service Summit Day One

November 20th, 2024 MAIN STAGE

MAIN STAGE

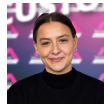
08:30 Entry

The doors open at 8:30 am - so you can start networking over your first coffee or find yourself a good seat

MAIN STAGE

09:15 Welcome

Event opening and welcome from organizers



Dorina Mielke
Service Summit



Nele Flach
Service Summit



Novica Ilic
Service Summit

MAIN STAGE

09:30 A story of falling down and getting up again - Why the S.OLIVER GROUP had to rethink its customer service and how it wants to win back what it has lost

The family company has faced a number of challenges in recent years that have severely impacted its customers. With determination, interdisciplinary collaboration and the right technology, the group is fighting its way back bit by bit.

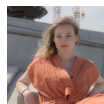


Julia Vornberger
s.Oliver



Pierre Hartmann
s.Oliver

Host



Inken März
Service Summit
Moderation

MAIN STAGE

10:00 Coffee break

Make new contacts with visitors of the Service Summit

MAIN STAGE

11:00 Expert Panel digitalisation in customer service

Which digital tools do successful customer service leaders use in their companies and how do modern digital processes work?



Laura Lütkes
E. Breuninger



Adeline Gogosanu
Siemens



Albert Klotz
Parship Group



Benjamin Kook
*E.ON Energie
Deutschland*



Patrick Groene
Zendesk

Host



Dr. Tim Wiegels

MAIN STAGE

11:45 Omni-channel customer service experience

The skilful linking of different communication channels for smooth and consistent interaction with customers. What exciting challenges and opportunities do these channels present?



Sylwia Bischof
Zattoo



Annika Kamlage
OBI next



Irfan Hajdarevic
Deloitte



Jörg Malang
DERTOUR Group

Host



Sabrina Kraft
GROWTH

MAIN STAGE

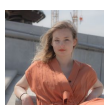
12:30 Lunch break

MAIN STAGE

14:00 Service Summit Startup Awards Part 1

You will see innovative startups presenting their clever new solutions in the customer service. The best three will receive a Service Summit Startup Award – you decide!

Host



Inken März
*Service Summit
Moderation*

MAIN STAGE

14:45 Customer loyalty in customer service

How can outstanding customer loyalty be created? Through digital innovations or through the emotional element in customer service?



Marie Pyko
Studienkreis



Julia Scharnetzke
Miles & More



Florian Schröder
*StepStone
Deutschland*



André Bopp
Deutsche Telekom



Thomas Dittmar
FUCHS

Host



Johanna Ahrens
Cisco

MAIN STAGE

15:30 Coffee break

Make new contacts with visitors of the Service Summit

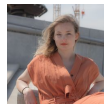
MAIN STAGE

16:00 Keynote



Marcus Nessler
Samsung Electronics

Host



Inken März
*Service Summit
Moderation*

MAIN STAGE

16:30 Innovative technologies in customer service

How can AI, machine learning and big data improve efficiency and personalise the customer experience at the same time?



Sven Ley
DHL Deutsche Post



Marcel Salomon
GE Healthcare

Host



Dr. Tim Wiegels

MAIN STAGE

17:15 Unlock ,Maintenance-Repair-Overhaul Data': Driving Value for Airline Customers



Sven Dicke
Liebherr Group



Thibaut Mielke
Liebherr Group

Host



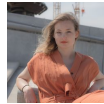
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MAIN STAGE

17:45 Service Summit Main Stage Speaker Awards Prizegiving

Using our app, every attendee at the event has the chance to vote for the best speaker over the course of the day. The 3 with the most votes will be awarded a Service Summit Speaker Award.

Host



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MAIN STAGE

18:00 Aftershow lounge for all participants

MAIN STAGE

23:00 end of the first day



Service Summit Day One

November 20th, 2024 MASTERCLASSES

MASTERCLASSES 08:30 Entry

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MASTERCLASSES 09:45 Digital Queue for 100% handled calls in Servicecenters

A world first! ServiceOcean's digital queue avoids hang-ups and redialing thanks to the optimal IVR dialog and intelligent callback variants. The software now uses behavioral science and data analytics to reduce costs by 85% and increase handled calls by leaps and bounds. The software complements existing queues, fits any telephone system/ACD without an IT interface, and can be set up in just 4 weeks.



Dr. Alexander Schagen
ServiceOcean

Host



Nona Brodersen
Service Summit
Moderation

MASTERCLASSES 10:15 Diabolocom Masterclasses



René Jacobi
Diabolocom

Host



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MASTERCLASSES 11:15 Freshworks Masterclasses



Emina Biscevic
Freshworks

Host



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MASTERCLASSES 11:45 Zendesk - Masterclasses

Host



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MASTERCLASSES 12:15 AI in service management

In the field of service management, artificial intelligence is playing an increasingly important role in optimising processes and increasing efficiency. AI-based solutions enable companies to better plan their field service staff, deploy resources more effectively and improve the quality of the services provided. In this presentation, we will discuss the benefits, challenges and future prospects of AI-based technologies that can support companies in optimising deployment and route planning, for example.



Dr. Maxim Wolf
IFS

Host



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MASTERCLASSES 12:30 Keynote

MASTERCLASSES 14:30 Genesys Masterclasses



Michael Grün
Genesys

Host



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MASTERCLASSES 15:00 Keynote



Carolin Edler-Mende
Aristech

Host



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MASTERCLASSES 15:15 Coffee break

Make new contacts with visitors of the Service Summit

MASTERCLASSES 16:00 Botario Masterclasses

Host



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MASTERCLASSES 16:30 ZOHO Masterclasses

Host



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MASTERCLASSES 17:00 AI in action: practical applications and AI Agent Assist at a glance

In this presentation, we will provide an exciting high-level overview of the latest developments in AI in the field of customer service in recent months, then reveal how we use AI to support our employees in their daily work - and present an impressive use case live. Be curious!



Vicky Giourga
gevekom



Sebastian Becker
gevekom



Tobias Heinrich
gevekom

Host



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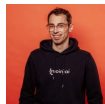
MASTERCLASSES 17:15 VIER Masterclasses

Host



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MASTERCLASSES 17:30 Moin.Ai Masterclasses



Johannes Hehr
moinAi

Host



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MASTERCLASSES 17:45 Service Summit Main Stage Speaker Awards Prizegiving

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Host



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MASTERCLASSES 18:00 Aftershow lounge for all participants

MASTERCLASSES 23:00 end of the first day