



Service Summit Day One

November 20th, 2024 MAIN STAGE

MAIN STAGE

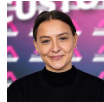
08:30 Entry

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

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?



Adeline Gogosanu
Siemens



**Laura Lütkes
E. Breuninger**



Albert Klotz
Parship Group

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

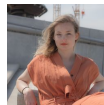
12:30 Lunch break

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

Host



Johanna Ahrens
Cisco

MAIN STAGE

15:30 Coffee break

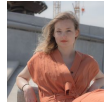
Make new contacts with visitors of the Service Summit

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?



Dr. Tim Wiegels

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

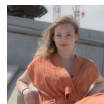


Sven Dicke
Liebherr Group



Thibaut Mielke
Liebherr Group

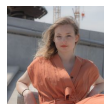
Host



Inken März
Service Summit
Moderation

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



Inken März
Service Summit
Moderation

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**

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

MASTERCLASSES 10:00 **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 10:30 **Diabolocom Masterclasses**

Host



Nona Brodersen
Service Summit
Moderation

MASTERCLASSES 11:30 **Freshworks Masterclasses**



Emina Biscevic
Freshworks

Host



Nona Brodersen
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MASTERCLASSES 12:00 Zoho Corporation - Masterclasses

Host



Nona Brodersen
Service Summit
Moderation

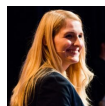
MASTERCLASSES 12:30 Keynote

MASTERCLASSES 13:45 IFS Deutschland - Masterclasses



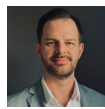
Dr. Maxim Wolf
IFS

Host



Nona Brodersen
Service Summit
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MASTERCLASSES 14:15 Genesys Masterclasses



Michael Grün
Genesys

Host



Nona Brodersen
Service Summit
Moderation

MASTERCLASSES 14:45 Keynote



Carolin Edler-Mende
Aristech

Host



Nona Brodersen
Service Summit
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MASTERCLASSES 15:15 Coffee break

Make new contacts with visitors of the Service Summit

MASTERCLASSES 15:45 Masterclasses Gevekom

Host



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MASTERCLASSES 16:00 Botario Masterclasses

Host



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MASTERCLASSES 17:15 Service Summit Main Stage Speaker Awards Prizegiving

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Nona Brodersen
Service Summit
Moderation

MASTERCLASSES 18:00 Aftershow lounge for all participants

MASTERCLASSES 23:00 end of the first day