

November 22nd
Kronwell Hotel
Brasov



plantronics®

9:00

Coffee and networking

10:00 DANIELA CROITORU

Customer Management Expert, Strengths Strategy Coach, Trainer @Enel
PCM – Internal Customer Centric Approach

10:30 DAN MAZILU

Owner @Mediatel Data
Fast Forward Call Center

11:00 LUCIAN MARIN

Managing Partner @Marco Polo Consulting
Leadership and Happiness

11:30 MIRCEA BREBEANU

CX Manager @Molson Coors/Bergenbier
H2H

12:00

Lunch and networking

13:00 GABRIEL PREFAC

Business Trasformation and Automation Manager @PitechPlus
Impact of AI and RPA on Customer Care and BPO Industry

13:30 LEO MART

Intelligent voice assistants in customer service

14:00 GABRIEL SIDOR

Global Head of Presales @UiPath
RPA Awareness

14:30 Demo UiPath