



CUSTOMER CARE
CONFERENCE & EXPO

10th April 2019
@Cinemascop Floreasca (Biavati Events)

CONFERENCE AGENDA DAY 1

09:00 - 09:30 | Welcome Coffee

09:30 - 11:15 | HR & Leadership Track

09:30 | **Opening Remarks by People & Leadership Track Moderator**
Madalina Uceanu, Senior HR & Executive Search Consultant,
Managing Partner @CareerAdvisor

09:45 | **Leadership & Engagement - yesterday and tomorrow**
Lucian Marin, Managing Partner @Marco Polo CEE Growth

10:15 | **From Performance Appraisals' Swamp to
Snow White's Kingdom - Study Case**
Ana Krasovschi, HR Director @Carrefour RO

10:45 | **Leadership and Customer Centric Cultures**
Catalin Vasile, Head of Customer Experience Practice @Trendconsult

11:15 - 11:45 | Coffee Break

11:45 - 12:15 | HR & Leadership Track

11:45 | **Leading the World of Artificial Intelligence**
Crina Ilie, Vice President People Function Leader @Genpact Europe

12:15 - 13:15 | Business Track

12:15 | **AI Fever in Customer Interaction**
Simona Botner și Dragos Grigorovici,
Sr. Project Managers @MediateIData

12:45 | **The Digital Evolution of the Contact Center**
Bartosz Gruza, Enterprise Account Manager CEE @Jabra GN Audio

13:15 | Lunch Break

14:15 - 15:45 | Business Track

14:15 | **Experience is your Brand**
Panagiotis Pantazis, Sales Director | Applications |
Romania, Bulgaria, Greece, Cyprus, and Malta @Oracle

14:45 | **Introducere Intrarom**
Mihai Ionescu, Commercial Director @Intrarom
Genesys PureCloud: Empowering businesses to create new value
Apostolos Kemos, Sales Director South East Europe @Genesys

15:15 - 16:00 | Technology Track

15:15 | **The way to AI (presentation & demo session)**
Gabriel Sidor, Global Head of Presales @UiPath



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11th April 2019
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CONFERENCE AGENDA DAY 2

09:00 - 09:30 | Welcome Coffee

09:30 - 11:30 | Technology Track

**09:30 | The Impact of AI on Customer Experience
- future predictions & challenges**

Gabriel Prefac, Business Transformation &
Automation Manager @PitechPlus

10:00 | Engage your customers with conversational AI
Bogdan Nitulescu, SMC Lead @Microsoft

10:30 | The Automation of L1 Support Processes through RPA & Chatbots
Andrei Georgescu, Head of Digital Innovation &

Transformation @Capgemini
Victor Carmocanu, Software Engineer @Capgemini

11:00 - 11:30 | Coffee Break

11:30 - 12:45 | Technology Track

11:30 | Enhance your business with Intelligent Voice Assistants and Chatbots
Leo Mart, Co-Founder @Wisevoice AI

12:00 | Human vs. A.I.: Systemic Perceptions
Nansi Lungu, Behavior Analyst@Bitdefender

Platinum Partner



Gold Partner



Silver Partners



INTRAROM
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Supporting Partner



Strategic Partners



Logistic Partner



Refresh Partner



Coca-Cola
Hellenic Bottling Company

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