

Service Summit Leaders 2025 Day One

May 27th, 2025 MAIN STAGE

MAIN STAGE **09:00** **Arrival**

MAIN STAGE **09:10** **Welcome**
Event opening and welcome from organizers.



Kimberly Bock
Trailblazer Summits

MAIN STAGE **09:15** **Keynote**

MAIN STAGE **09:45** **Masterclass 1**
We are offering an exclusive masterclass for a more intensive examination of selected topics. The thematic focus will be announced shortly and promises in-depth analysis and practical insights. The masterclass offers a unique opportunity to exchange ideas with experts and like-minded people in a smaller, interactive setting.

MAIN STAGE **10:15** **Match-Making**
Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.

MAIN STAGE **11:45** **Seamlessly connected: Omnichannel strategies for an all-round successful customer experience**
In this panel, experts will discuss how companies can successfully implement omnichannel successfully implement omnichannel strategies to deliver a consistent and seamless customer experience. We will shed light on the integration of online channels, the use of data analysis for personalization and the role of modern and the role of modern technologies such as chatbots and CRM systems. The challenges involved in implementing such strategies will also be strategies will be addressed and solutions presented.

MAIN STAGE **12:15** **Breakout Session Panel 1**

MAIN STAGE **13:00** **Lunch break**

MAIN STAGE **14:00** **Walk**

MAIN STAGE **14:30** **Masterclass 2**
We are offering an exclusive masterclass for a more intensive examination of selected topics. The thematic focus will be announced shortly and promises in-depth analysis and practical insights. The masterclass offers a unique opportunity to exchange ideas with experts and like-minded people in a smaller, interactive setting.

- MAIN STAGE** **15:00 Match-Making**
Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.
- MAIN STAGE** **16:00 Service of the future: rethinking training**
In a dynamic service landscape, continuous employee training is crucial for success. In this panel, experts will discuss innovative approaches to upskilling service professionals.
We will highlight digital learning formats, interactive training and personalized development plans that enhance employees' skills and prepare them for future challenges.
- MAIN STAGE** **16:45 Match-Making**
Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.
- MAIN STAGE** **18:00 Masterclass 3**
We are offering an exclusive masterclass for a more intensive examination of selected topics. The thematic focus will be announced shortly and promises in-depth analysis and practical insights. The masterclass offers a unique opportunity to exchange ideas with experts and like-minded people in a smaller, interactive setting.
- MAIN STAGE** **19:00 Dinner**