

Service Summit Leaders 2025

Day Two

May 28th, 2025 MAIN STAGE

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

MAIN STAGE **09:05** **Welcome**

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

MAIN STAGE **09:45** **Masterclass 4**
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 **11:30** **Workshops**
Several workshops will be held in parallel to explore various topics in greater depth. Practical topics will be developed in small groups. Participants will gain valuable ideas and solutions that they can implement directly in their day-to-day work.

MAIN STAGE **12:15** **Lunch**

MAIN STAGE **13:00** **Keynote**

MAIN STAGE **13:30** **Artificial intelligence in customer service**
In today's technology-driven world, Artificial Intelligence (AI) is increasingly becoming the key to transforming customer service and experience. In this panel, industry experts will discuss how AI-powered solutions can help increase efficiency, improve customer satisfaction and create personalized experiences