



European Chatbot & Conversational AI Summit, March 1-2, 2022 Hybrid.

Accelerating the adoption of conversational AI in the European Market

Events for leading minds in Conversational AI & one of the biggest and best CAI events of the year.

AGENDA



| Time GMT | CONVERSATIONAL AI FUTURE STAGE | CONVERSATIONAL AI APPLIED & RESEARCH STAGE | DEEP DIVE WORKSHOP |
|---------------|---|---|--------------------|
| 10:00 – 10:15 | <p>OPENING REMARKS & INTRODUCTION</p> <p>Jeff Dalton Assistant Professor in the School of Computing Science @ University of Glasgow</p> | | |
| 10:20–10:40 | <p>THE GOOD THE BAD AND THE UGLY OF VOICE. MY EXPERIENCE AT THE COAL FACE OF CONVERSATIONAL TECH.</p> <p>David Low Principal Consultant @ Waracle</p> | | |
| 10:45–11:05 | <p>BUILDING SOPHISTICATED CONVERSATIONAL APPLICATIONS, ONE CONVERSATION AT A TIME</p> <p>Ronald Ashri CEO @ OpenDialog</p> <p>Maaïke Coppens Chief Design Officer @ OpenDialog</p> | | |
| 11:10 – 11:30 | <p>THE FUTURE OF PEOPLE</p> <p>Jeff Blankenburg Principal Technical Evangelist, Alexa @ Amazon</p> | | |
| 11:30 – 11:50 | <p>Coffee Break & Networking</p> | | |
| 11:50–12:10 | <p>RESPONSIBLE CONVERSATIONAL AI: TRUSTED, SAFE AND BIAS-FREE</p> <p>Verena Rieser Professor of Conversational AI & Head of NLP and Co-Founder @ Alana.</p> | <p>11:50–12:50</p> <p>RASA: WORKSHOP TOPIC: TBC</p> | |
| 12:15 – 13:15 | <p>Panel</p> <p>THE FUTURE OF CONVERSATIONAL AI 2022</p> <p>Brynn Chadwick Principal Conversation Designer @ nib Health Funds</p> <p>Gary Pretty Senior Program Manager, Conversational AI @ Microsoft</p> | <p>Panel</p> <p>USING AI AND ML TO DELIVER CUSTOMER SERVICE.</p> <p>Shnay Chohan Senior Product Manager @ Monzo Bank</p> <p>Ashish Kulkarni Director and Product owner – Digital banking @ Standard Chartered Bank</p> | |

| Time GMT | CONVERSATIONAL AI FUTURE STAGE | CONVERSATIONAL AI APPLIED & RESEARCH STAGE | DEEP DIVE WORKSHOP |
|----------|--------------------------------|--|--------------------|
|----------|--------------------------------|--|--------------------|

| | | |
|---------------|--|---|
| 12:15 – 13:15 | <p>Ali Pinch Conversation Designer @ WooliesX</p> <p>Tom Glover Innovation Advisory Consultant @ Amazon Web Services (AWS)</p> <p>Denise Martinez Conversation Design Senior @ Salesforce</p> | <p>Jeroen Das Product Owner Conversational AI & Chat @ABN AMRO Bank</p> <p>Ruth Engemann Lead Expert Conversational AI @ E.ON Digital Technology GmbH</p> |
|---------------|--|---|

| | | |
|---------------|--|--|
| 13:20 – 13:40 | <p>LINGUISTICS FOR CONVERSATION DESIGNERS</p> <p>Maike Groenewege Conversational Linguist Conversation designer @ Convocat conversational AI</p> | <p>WHY YOUR AI INFRASTRUCTURE IS FAILING YOU, AND WHAT YOU CAN DO ABOUT IT!</p> <p>Sudha Mani founder @ Chatbots for Business Success™</p> |
|---------------|--|--|

| | | |
|---------------|--|--|
| 13:45 – 14:05 | <p>THE CHALLENGES OF LOCALIZING CHATBOTS:</p> <p>Gabi Buchner User Assistance Development Architect and Conversation Designer @ SAP SE</p> | <p>HOW CONVERSATIONAL AI IS MODERNIZING THE CUSTOMER EXPERIENCE IN A 230-YEAR-OLD COMPANY</p> <p>Stine Nørgaard Olesen Scrum Master and AI Trainer at @Alm.brand</p> <p>Kathrine Munch Torp AI trainer @ Alm. Brand</p> <p>Michelle Vikkelsø Halvorsen AI Trainer @ Alm. Brand</p> <p>Alexander Guldbrandsen Machine Learning Engineer @ Alm. Brand</p> |
|---------------|--|--|

14:05 – 14:20

Coffee Break & Networking

| | |
|-------------|--|
| 14:20–14:40 | <p>TEXT & TALK: DESIGNING FOR CHAT AND VOICE UI" – NOT ALL CONVERSATIONS ARE CREATED EQUAL.</p> <p>Greg Bennett Director of Conversation Design @ Salesforce</p> |
|-------------|--|

| Time GMT | CONVERSATIONAL AI FUTURE STAGE | CONVERSATIONAL AI APPLIED & RESEARCH STAGE | DEEP DIVE WORKSHOP |
|-------------|--|--|--------------------|
| 14:45-15:05 | <p>THE FUTURE OF CONVERSATION DESIGN: BEYOND FLOWS AND INTENTS</p> <p>Kane Simms Founder @ VUX World</p> | <p>CO-DESIGN OF A CHATBOT TO SUPPORT INACTIVE SECONDARY SCHOOL CHILDREN TO INCREASE LEVELS OF PHYSICAL ACTIVITY.</p> <p>Richard Moore Senior Research Fellow @ Sheffield Hallam University</p> | |
| 15:10-15:30 | <p>BUILDING A HIGH-VOLUME CONVERSATIONAL AI FOR HEALTH INSURANCE</p> <p>Andrew Freed STSM and Master Inventor @ IBM</p> | <p>CO-DESIGNING WITH STAKEHOLDERS</p> <p>Rory Gianni Technology Consultant & Co-founder @ inChat</p> <p>Hector Michael Fried Co-Founder @ inChat</p> | |
| 15:35-15:55 | <p>STYLE TRANSFER FOR TEXT: HOW TO CONTROL THE STYLE OF YOUR CHATBOT. NLP TECHNIQUES FOR CONTROLLED TEXT GENERATION AND CONTENT PRESERVATION.</p> <p>David Dale NLP research engineer @ Skolkovo Institute</p> | <p>CONVERSATIONAL COMMERCE:</p> <p>LEARN HOW IT UNLOCKS CUSTOMER INSIGHTS AND DRIVE REVENUE FOR ONLINE BRAND</p> <p>Speaker: To be Announced shortly</p> | |
| 16:00-16:20 | <p>USING DATA TO IMPROVE YOUR CONVERSATIONAL AI SOLUTION</p> <p>Speaker: To be Announced shortly</p> | <p>FROM CHATBOT TO VOICE-BOT</p> <p>Speaker: To be Announced shortly</p> | |



Tuesday 2, March 2022

| Time GMT | CONVERSATIONAL AI FUTURE STAGE | CONVERSATIONAL AI APPLIED & RESEARCH STAGE | DEEP DIVE WORKSHOP |
|-------------|---|---|--------------------|
| 10:00-10:20 | <p>A MULTI-DIMENSIONAL APPROACH TO COMPLEXITY IN CONVERSATIONAL SYSTEMS.</p> <p>Michael McTear Emeritus Professor @ Ulster University</p> | | |
| 10:25-10:45 | <p>THE FUTURE OF CONVERSATIONAL AI HOW TRANSFORMATIVE INNOVATION CAN HELP YOU MAKE LIGHTENING PROGRESS.</p> <p>Anand Tamboli Award-winning Author, Innovator and Speaker @ Anand Tamboli & Co</p> | | |
| 10:50-11:10 | <p>THE OPPORTUNITY FOR CONVERSATIONAL AI IN HEALTHCARE: FROM SMART FORMS TO DIGITAL HUMANS</p> <p>Peter Catt CEO & Founder @ replikr digital humans</p> | <p>10:50 – 11:50 SALESFORCE WORKSHOP</p> <p>TOPIC: Using the Power of Salesforce to Build Personalized Chatbots</p> <p>Denise Martinez Conversation Design Senior @ Salesforce</p> | |
| 11:15-11:35 | <p>CONVERSATIONAL AI ACCESSIBILITY: ADAPTING SPEECH PROCESSING TO UNDERSTAND SPECIFIC USER-GROUPS</p> <p>Angus Addlesee Machine Learning Engineer and Researcher @ Wallscope</p> | <p>HOW TO MAKE A CHATBOT MORE HUMAN</p> <p>Jamie Renehan Senior Manager, Advanced Analytics @ Bank of Ireland</p> | |
| 11:35-11:55 | <p>Coffee Break & Networking</p> | | |

Time GMT

CONVERSATIONAL
AI FUTURE STAGE

CONVERSATIONAL AI
APPLIED & RESEARCH STAGE

DEEP DIVE WORKSHOP

11:55-12:15

CAN CHATBOTS CHANGE PEOPLE'S LIVES?

Michael McTernan
CEO @ Voxsio

PRIVACY CONCERNS FOR EUROPEAN CHATBOT DEVELOPERS

Speaker: TBC

12:20-13:20

Pannel:

**TOPIC TO BE CONFIRMED:
WOMAN IN VOICE**

Romina Pankoke
Voice Search & VUX
Design Lead @ Vixen Labs

Falene McKenna
Developer @ Intuition
Robotics

Others: TBC

Panel

MULTIFUNCTIONAL CONVERSATIONAL AI AND FUTURE DIALOGUE CHALLENGES

Dr Kulvinder Panesar
Lecturer in Applied Artificial
Intelligence @ University of Bradford

Dr María Beatriz Pérez Cabello de Alba
Associate Professor and Vice Dean
for Research @ U.N.E.D.

Angus Addelesee
Machine Learning Engineer and
Researcher @Wallscope

Stefan Ultes
Dialogue Research Lead @
Mercedes-Benz AG

Dominik Siemon
Associate Professor @ LUT University

13:20-13:40

THE FUTURE OF CONVERSATIONAL AI HANGS ON US FACING OUR GREATEST FEAR

Jason Mars
Professor of computer science / Inventor @ University of Michigan

13:45-14:00

Coffee Break & Networking

14:00-14:20

CHATBOT OR HUMANS - WHAT DOES A CUSTOMER PREFER?

Devashish Datt Mamgain
Co-Founder and CEO, @Kommunicate

FUTURE GENERATION OF INTELLIGENT BOTS - CEZANNE.AI PROJECT

Florin Coman
NLP Researcher @ Cezanne.ai project

| Time GMT | CONVERSATIONAL AI FUTURE STAGE | CONVERSATIONAL AI APPLIED & RESEARCH STAGE | DEEP DIVE WORKSHOP |
|-------------|--|--|--------------------|
| 14:25-14:45 | <p>WHERE THE FIELD OF CHATBOT IS AT THESE DAYS, THE GAP BETWEEN WHAT USERS ENVISION AND THE REALITY</p> <p>Speaker: TBC</p> | | |
| 14:50-15:10 | <p>EXPERIENCES ABOUT DESIGNING AND TESTING COALA, A CONVERSATIONAL ASSISTANT PROTOTYPE FOR AUGMENTED ANALYTICS AND ON-THE-JOB TRAINING IN THE MANUFACTURING DOMAIN.</p> <p>Stefan Wellsandt</p> <p>Scientific researcher and conversational AI @ BIBA</p> | <p>TOPIC: TBC</p> <p>Alessandro Vinciarelli</p> <p>Professor @ University of Glasgow, Director and Principal Investigator @ SOCIAL AI CDT</p> | |
| 15:15-15:35 | <p>FROM CHATBOTS TO AUGMENTED CONVERSATIONAL ASSISTANTS:</p> <p>Speaker: TBC</p> | <p>CONVERSATIONAL AI FOR BUSINESS PROCESS AUTOMATION</p> <p>Speaker: TBC</p> | |
| 15:40-16:00 | <p>CONVERSATIONAL AI FOR ENTERPRISE: CURRENT LANDSCAPE</p> <p>Speaker TBC</p> | | |

