



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

08:30-09:10

Doors Opens | ONSIGHT REGISTRATION

RECEPTION (IN-PERSON ONLY)

Grab coffee and a small bite while connecting with new friends. Stop by the registration desk to check-in, get your badge.

09:10 - 09:30

Opening Remarks & Introduction

THE FUTURE OF COLLABORATIVE TASKS ASSISTANTS IN THE OPEN VOICE WEB



KEYNOTE (IN-PERSON + VIRTUAL ACCESS)

Jeff Dalton

Assistant Professor in the School of Computing Science
@ University of Glasgow



09:30-9:50

TOPIC: TO BE ANNOUNCED SHORTLY

KEYNOTE (IN-PERSON + VIRTUAL ACCESS)

CO- host

09:55-10:15

TOPIC: TO BE ANNOUNCED SHORTLY



KEYNOTE (IN-PERSON + VIRTUAL ACCESS)

Nikolai Kornashev

Government virtual assistant program manager
@ Estonian Ministry of Economic Affairs and Communications

10:20-10:40

THE GOOD THE BAD AND THE UGLY OF VOICE. MY EXPERIENCE AT THE COAL FACE OF CONVERSATIONAL TECH."



KEYNOTE (IN-PERSON + VIRTUAL ACCESS)

David Low

Principal Consultant
@ Waracle



10:45-11:05

BUILDING SOPHISTICATED CONVERSATIONAL APPLICATIONS, ONE CONVERSATION AT A TIME

KEYNOTE (IN-PERSON + VIRTUAL ACCESS)



Ronald Ashri

CEO
@ OpenDialog



Maaike Coppens

Chief Design Officer
@ OpenDialog



11:10 - 11:30

THE FUTURE OF PEOPLE

KEYNOTE (IN-PERSON + VIRTUAL ACCESS)



Jeff Blankenburg

Principal Technical Evangelist, Alexa
@ Amazon



11:30 - 11:40

Coffee Break & Networking

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Time GMT

CONVERSATIONAL AI FUTURE STAGE

CONVERSATIONAL AI APPLIED & RESEARCH STAGE

DEEP DIVE WORKSHOP

11:40-12:00

USING DATA TO IMPROVE YOUR CONVERSATIONAL AI SOLUTION

KEYNOTE (IN-PERSON + VIRTUAL ACCESS)



Marc Pedri
CEO
@ EVO Dynamics

12:05 - 13:00

PANEL
MULTIFUNCTIONAL CONVERSATIONAL AI AND FUTURE DIALOGUE CHALLENGES

PANEL (IN - PERSON + VIRTUAL ACCESS)



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 Addlesee
Machine Learning Engineer and Researcher
@Wallscope



Dr Stefan Ultes
Dialogue Research Lead
@ Mercedes-Benz AG



Dr Dominik Siemon
Associate Professor
@ LUT University



Panel
USING AI AND ML TO DELIVER CUSTOMER SERVICE.

PANEL (IN-PERSON + VIRTUAL ACCESS)



Shnay Chohan
Senior Product Manager
@ Monzo Bank



Ashish Kulkarni
Director and Product owner Digital banking
@ Standard Chartered Bank



Jeroen Das
Product Owner Conversational AI & Chat
@ABN AMRO Bank



Ruth Engemann
Lead Expert Conversational AI
@ E.ON Digital Technology GmbH



Dr Christoph Esslinger
Founder and Managing Director
@ VUI.agency



Coffee Break & Networking

13:00 - 13:50

Light lunches and beverages will be provided. Grab a seat with your fellow attendees or take your lunch to go. This is a great time to stop by meet with potential partners or clients (you can schedule meetings in Agorify).

13:50 - 14:10

LINGUISTICS FOR CONVERSATION DESIGNERS

(VIRTUAL ACCESS)



Maaïke Groenewege
Conversational Linguist | Conversation designer
@ Convocat conversational AI



WHY YOUR AI INFRASTRUCTURE IS FAILING YOU, AND WHAT YOU CAN DO ABOUT IT!

(IN-PERSON + VIRTUAL ACCESS)



Sudha Mani
founder
@ Chatbots for Business Success™



14:15 - 14:35

HOW CONVERSATIONAL AI IS MODERNIZING THE CUSTOMER EXPERIENCE IN A 230-YEAR-OLD COMPANY

(IN-PERSON + VIRTUAL ACCESS)



Stine Nørgaard Olesen
Scrum Master and AI Trainer at @Alm.brand



Torben Strand Andersen
UX designer @ Alm.Brand



Alexander Guldbrandsen
Machine Learning Engineer @ Alm. Brand



14:15 - 15:15

RASA: WORKSHOP

A QUICK INTRODUCTION TO RASA: CHATBOTS FROM THE COMMAND LINE

VIRTUAL (VIRTUAL ACCESS)



Vincent Warmerdam
Research Advocate @ RASA



14:40 - 15:00

TEXT & TALK: DESIGNING FOR CHAT AND VOICE UI" – NOT ALL CONVERSATIONS ARE CREATED EQUAL.

KEYNOTE (IN-PERSON + VIRTUAL ACCESS)



Greg Bennett
Director of Conversation Design @ Salesforce



15:05 - 15:25

THE FUTURE OF CONVERSATION DESIGN: BEYOND FLOWS AND INTENTS

(IN-PERSON + VIRTUAL ACCESS)



Kane Simms
Founder @ VUX World



CO-DESIGN OF A CHATBOT TO SUPPORT INACTIVE SECONDARY SCHOOL CHILDREN TO INCREASE LEVELS OF PHYSICAL ACTIVITY.

VIRTUAL (VIRTUAL ACCESS)



Richard Moore
Senior Research Fellow @ Sheffield Hallam University



15:25 - 15:35

Coffee Break & Networking

Grab coffee while connecting with new friends

15:35 - 15:55

CO-DESIGNING WITH STAKEHOLDERS
(IN-PERSON + VIRTUAL ACCESS)**Rory Gianni**Technology Consultant
& Co-founder
@inChat**Hector Michael
Fried**Co-Founder
@inChat**TOPIC:** To be Announced shortly
VIRTUAL (VIRTUAL ACCESS)**Speaker:** Deepgram

16:00 - 16:20

**STYLE TRANSFER FOR TEXT: HOW TO
CONTROL THE STYLE OF YOUR CHATBOT.
NLP TECHNIQUES FOR CONTROLLED TEXT
GENERATION AND CONTENT PRESERVATION.****VIRTUAL (VIRTUAL ACCESS)****David Dale**NLP research engineer
@ Skolkovo Institute**THE CHALLENGES OF
LOCALIZING CHATBOTS:****(IN-PERSON + VIRTUAL ACCESS)****Gabi Buchner**User Assistance
Development Architect
and Conversation Designer
@ SAP SE

16:25-16:40

**BUILDING A HIGH-VOLUME
CONVERSATIONAL AI FOR HEALTH
INSURANCE****VIRTUAL (VIRTUAL ACCESS)****Andrew Freed**STSM and Master
Inventor @ IBM**BUILDING A WORLD CLASS
CONVERSATIONAL AI SOLUTION FOR YOUR
DOMAIN****(IN-PERSON + VIRTUAL ACCESS)****Jonathan Cohen**Senior Director of AI
Software @ NVIDIA

Tuesday 2, March 2022

Time GMT	CONVERSATIONAL AI FUTURE STAGE	CONVERSATIONAL AI APPLIED & RESEARCH STAGE	DEEP DIVE WORKSHOP
08:30-9:30	<p>DOORS OPENS ONSIGHT REGISTRATION RECEPTION (IN-PERSON ONLY)</p> <p>Grab coffee and a small bite while connecting with new friends. Stop by the registration desk to check-in, get your badge.</p>		
09:30 - 09:50	<p>DEVELOPING CONVERSATIONAL USER INTERFACES TO SUPPORT MENTAL HEALTH AND WELLBEING IN SPARSELY POPULATED AREAS: USABILITY AND TECHNICAL CHALLENGES KEYNOTE (IN - PERSON + VIRTUAL ACCESS)</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div data-bbox="272 688 412 827">  </div> <div data-bbox="435 716 948 793"> <p>Michael McTear Emeritus Professor @ Ulster University</p> </div> <div data-bbox="1328 697 1495 793">  </div> </div>		
09:55 - 10:15	<p>TOPIC: To be Announced shortly KEYNOTE (IN - PERSON + VIRTUAL ACCESS)</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div data-bbox="272 947 412 1085">  </div> <div data-bbox="435 974 760 1052"> <p>Ries Deijkers CEO @ Chatbots.Expert</p> </div> <div data-bbox="1328 905 1463 1037">  </div> </div>		
10:20 - 10:40	<p>RESPONSIBLE CONVERSATIONAL AI: TRUSTED, SAFE AND BIAS-FREE (IN-PERSON + VIRTUAL ACCESS)</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div data-bbox="272 1268 412 1407">  </div> <div data-bbox="435 1247 776 1451"> <p>Arash Eshghi Assistant Professor of Computer Science @ Heriot-Watt University & Head of Linguistics @ Alana AI</p> </div> <div data-bbox="792 1255 883 1451">  </div> </div>	<p>10:20 - 11:20 SALESFORCE WORKSHOP TOPIC: Using the Power of Salesforce to Build Personalized Chatbots VIRTUAL (VIRTUAL ACCESS)</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div data-bbox="976 1335 1115 1474">  </div> <div data-bbox="1133 1346 1414 1451"> <p>Denise Martinez Conversation Design Senior @ Salesforce</p> </div> <div data-bbox="1446 1346 1560 1451">  </div> </div>	
10:45-11:05	<p>THE OPPORTUNITY FOR CONVERSATIONAL AI IN HEALTHCARE: FROM SMART FORMS TO DIGITAL HUMANS VIRTUAL (VIRTUAL ACCESS)</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div data-bbox="272 1696 412 1835">  </div> <div data-bbox="435 1707 776 1812"> <p>Peter Catt CEO & Founder @ replikr digital humans</p> </div> <div data-bbox="792 1682 883 1778">  </div> </div>	<p>THE FUTURE OF CONVERSATIONAL AI HOW TRANSFORMATIVE INNOVATION CAN HELP YOU MAKE LIGHTENING PROGRESS. (IN-PERSON + VIRTUAL ACCESS)</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div data-bbox="976 1738 1115 1877">  </div> <div data-bbox="1133 1728 1446 1871"> <p>Anand Tamboli Award-winning Author, Innovator and Speaker @ Anand Tamboli & Co</p> </div> </div>	

Coffee Break & Networking

11:05-11:15

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CONVERSATIONAL AI FUTURE STAGE

CONVERSATIONAL AI APPLIED & RESEARCH STAGE

DEEP DIVE WORKSHOP

11:15 - 11:35

CONVERSATIONAL AI ACCESSIBILITY: ADAPTING SPEECH PROCESSING TO UNDERSTAND SPECIFIC USER-GROUPS (IN-PERSON + VIRTUAL ACCESS)



Angus Adlesee
Machine Learning Engineer and Researcher
@Wallscope



HOW TO MAKE A CHATBOT MORE HUMAN VIRTUAL (VIRTUAL ACCESS)



Jamie Renehan
Senior Manager, Advanced Analytics
@ Bank of Ireland



11:40 - 12:00

TO TRULY MOVE BEYOND SIMPLE FAQ-BOTS OR COMMAND-AND-CONTROL VOICE INTERFACES REQUIRES A NEW APPROACH TO CONVERSATIONAL AI KEYNOTE (IN-PERSON + VIRTUAL ACCESS)



Christoph Esslinger
Founder and Managing Director
@ VUI.agency



12:05 - 13:00

VOICE FIRST: WHERE ARE WE AT, AND WHERE ARE WE HEADING? PERSPECTIVES FROM WOMEN IN VOICE AROUND THE GLOBE PANEL (IN-PERSON + VIRTUAL ACCESS)



Romina Pankoke
Voice Search & VUX Design Lead
@ Vixen Labs



Falene McKenna
Developer
@ Intuition Robotics



SARANDEEP KAUR
Cognitive Automation Manager
@ Novo Nordisk



JENNY MERO
Conversation Design
@ Comcast



Bea Dobrzynska
Product Marketing Manager
@ Almwave



Nieves Ábalos Serrano
Chief Product Officer & Co-Founder
@ Monoceros Labs



Panel The Future of Conversational AI 2022 VIRTUAL (VIRTUAL ACCESS)



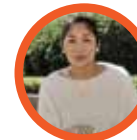
Brynn Chadwick
Lead Product Designer
@ nib Health Funds



Gary Pretty
Senior Program Manager, Conversational AI
@ Microsoft



Ali Pinch
Conversation Designer
@ WooliesX



Denise Martinez
Conversation Design Senior
@ Salesforce



Shridhar Marri
CEO and Co-Founder
@ Senseforth



Coffee Break & Networking

13:00 - 13:40

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CONVERSATIONAL AI FUTURE STAGE

CONVERSATIONAL AI APPLIED & RESEARCH STAGE

DEEP DIVE WORKSHOP

13:40 - 14:00

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

KEYNOTE (IN-PERSON + VIRTUAL ACCESS)



Jason Mars

Professor of computer science / Inventor @ University of Michigan



14:05 - 14:25

CHATBOT OR HUMANS - WHAT DOES A CUSTOMER PREFER?

VIRTUAL (VIRTUAL ACCESS)



Devashish Datt Mamgain

Co-Founder and CEO, @Kommunicate



CAN CHATBOTS CHANGE PEOPLE'S LIVES?

(IN-PERSON + VIRTUAL ACCESS)



Michael McTernan

CEO @ Voxsio



14:30 - 14:50

TRANSFORMING CUSTOMER EXPERIENCES WITH CONVERSATIONAL AI

KEYNOTE (IN-PERSON + VIRTUAL ACCESS)



Lauren Goerz

Product Evangelist @ RASA



14:50 - 15:00

Coffee Break & Networking

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15:00 - 15:20

EXPERIENCES ABOUT DESIGNING AND TESTING COALA, A CONVERSATIONAL ASSISTANT PROTOTYPE FOR AUGMENTED ANALYTICS AND ON-THE-JOB TRAINING IN THE MANUFACTURING DOMAIN.

VIRTUAL (VIRTUAL ACCESS)



Stefan Wellsandt

Scientific researcher and conversational AI @ BIBA



TOPIC: To be Announced shortly

(IN-PERSON + VIRTUAL ACCESS)

Speaker: Rewire

15:25 - 15:45

PRIVACY CONCERNS FOR EUROPEAN CHATBOT DEVELOPERS

VIRTUAL (VIRTUAL ACCESS)

Speaker: TBC

Speaker: TBC

(IN-PERSON + VIRTUAL ACCESS)



Alessandro Vinciarelli

Professor @ University of Glasgow, Director and Principal Investigator @ SOCIAL AI CDT



15:50 - 16:10

CONVERSATIONAL COMMERCE:

Learn How it unlocks customer insights and drive revenue for online brand

VIRTUAL (VIRTUAL ACCESS)

Speaker: To be Announced shortly

Changing trends in the future of CAI

(IN-PERSON + VIRTUAL ACCESS)



Florin Coman

Researcher and SO Architect @ Bosch