

What's next



Enterprise

The CXS 2020 EMEA agenda has landed. Warning, spoilers ahead!

On March 10th, some of the world's most forward-thinking customer engagement leaders will gather in central London to explore omnichannel experiences, the future of fraud prevention, the challenges and benefits of DIY engagement—and much more.

Brent Hunt

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The [Customer eXperience Summit EMEA](#) is almost here. And there's *plenty* to look forward to.

On March 10th, some of the world's most forward-thinking customer engagement leaders will gather in central London to explore omnichannel experiences, the future of fraud prevention, the challenges and benefits of DIY engagement—and much more.

There will also be an inspirational talk from Chris Jewell, the British cave diver who was instrumental in the 2018 Tham Luang Thailand cave rescue.

Let's take a closer look at the agenda...

The voices of CXS 2020 EMEA

As always, we're thrilled to have a roster of expert speakers. This year's engagement superstars include:

- Mikael Åman—Customer Experience Development Manager, H&M Group
- Seb Reeve—Intelligent Engagement Market Development, Nuance Communications
- Brett Beranek—Vice-President & General Manager of Security & Biometrics, Nuance Communications

Plus, there's an exciting customer panel to look forward to. Nuance's own Joanne Taylor, Senior Vice President of Customer Success & Business Operations, will be joined by speakers from some massive brands—including KPN, British Gas, H&M, NAB and Kotak Bank.

They'll be discussing the greatest customer engagement challenges, solutions and successes—and what it takes to deliver truly seamless customer experiences across channels.

DIY doesn't mean going it alone

One of 2020's hottest engagement trends is the shift towards brands taking charge of customer experience creation. But creating compelling customer experiences is tough. You need to build on industry-leading tech, and you need to have the right expertise on hand.

At CXS 2020 EMEA we'll explain how we're opening our doors to give brands direct access to our tools, speech technologies, and unrivalled expertise—so they build exceptional customer experiences, in the way that suits them best.

Read how to shape the future of [intelligent customer engagement](#).

Authentication that *improves* experiences

We all understand the stress of forgetting your password or security question answer—which is why I'm particularly looking forward to this year's focus on smarter customer authentication.

We'll be discussing how biometrics are helping enterprises do the previously impossible, and improve security across channels while simultaneously enhancing CX. For those who want to dive deeper, there's even a breakout session exploring the future of fraud prevention.

Can't wait to find out more? [Check out this blog post](#).

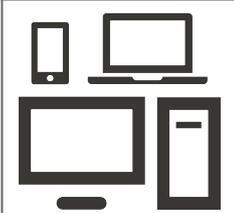
Exploring the unexpected (in caves, and in customer engagement)

Successful customer engagement is all about finding your own way forward, adapting to unexpected challenges, and ultimately overcoming the odds—and that's why we're delighted Chris Jewell will be taking to the stage at CXS 2020 EMEA.

A seasoned cave explorer and diver, Jewell has discovered new cave passages both in the UK and abroad. And, as a member of the British Cave Rescue Council, he helped in the dramatic rescue of 12 boys and their coach from a flooded cave in Thailand in 2018.

Tags: [customer experience summit](#), [customer service](#), [CXS EMEA](#)

More Information

	<p>Apply to join us at CXS 2020 EMEA</p> <p>Want to be in the room for CXS 2020 EMEA—to hear leading brands share their stories, meet our experts, and network with your peers? There's still time to request an invitation, but hurry, space is limited.</p> <p>Register now</p>
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