

#1 CX Workshop: Human-Centered AI in the Customer Journey



Where do we use AI in the customer journey? Not by simply putting technology first. During this interactive workshop we'll learn where AI adds value and where human authority must be preserved.

Tue, Sept 15th - 1:00 PM 📍 Park Inn - Diegem

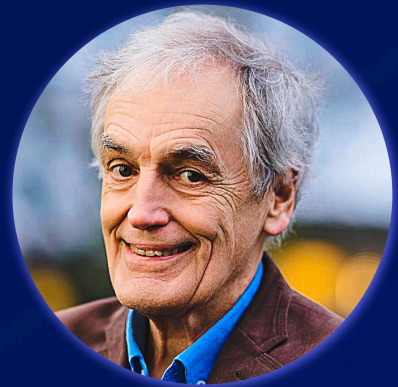


#2 CX Round Table with Luc de Brabandere



Prof. **Luc de Brabandere** will talk about his book "The Art of Thinking in a Digital World" and where AI influences our mental models and logical thinking.

Fri, Oct 9th - 11:30 AM 📍 Comme Chez Soi - Brussels



#3 CX-Event: CX & Sustainability



Sustainability, once a niche consideration, emerges as a key CX differentiator. Let's hear from 3 CX-Brussels members on trust, transparency and the impact on CX.

Tue, Nov 17th - 6:00 PM 📍 Moore - Brussels



#4 CX-Event: CX & Technology



Where can tooling orchestrate the right actions in the digital customer journey: how to pull data from multiple sources, analyse data where it happens and trigger the right messages, workflows, offers when the customer needs them.

Tue, Dec 8th (TBC) - 6:00 PM 📍 Orange Business - Evere

