CX-Luxembourg

Calendar H2 2026

#1 CX On Site: CX @ Enovos

As energy market leader in Luxembourg, **Enovos** could have played it safe. So why reinvent the customer experience? Romain Mary will share why standing still is the biggest risk for a market leader and how Enovos built a smarter, more human customer experience.

Tue, Sept 22nd - 6:30 PM Enovos - Esch-sur-Alzette

#2 Round Table with Merijn te Booij

Merijn will share his vision for the future of Customer Experience (CX), where empathy is central. He emphasizes that technology, while essential, cannot replace what empathetic contact offers in customer relationships.

Thu, Oct 22nd - 7:00 PM Sofitel Europe - Kirchberg

#3 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.

Thu, Dec 3rd - 9:00 AM PwC Luxembourg

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