



TALK TECH,
THINK AI & TRANSFORM
CX.

InnovationDay

Nordics 2025

May 6, 2025: 13:30 – 17:30

Microsoft Office Denmark: Kanalvej 7, 2800 Kongens Lyngby, Denmark

Agenda

13:30	Welcome & Introduction	Mattias Österberg, Noah Brown (AudioCodes)
13:40	Future Trends & Roadmap	Mattias Österberg, (AudioCodes)
14:10	AI Unmuted: The New Era of Communication	Carsten Meilbak, (Arkimentum) Jasper Filon (AudioCodes)
14:40	Bringing Chatbots to Life with Voice – MS Copilot Studio & Rabobank Case	Peter Broeckx (AudioCodes)
15:00	Break – Refresh & Connect	
15:30	From Teams Voice to Omnichannel CX – Empowering Key Industries	Peter Broeckx (AudioCodes)
16:00	Falck: Reliable Voice Services for Global Emergency Response	Henrik Fjordvald, (Falck) Remy van Gils (AudioCodes)
16:30	Smart Meeting Rooms: AI-Powered Collaboration & Insights	Menno Buijs (AudioCodes)
16:50	Recap & Closing Remarks	Mattias Österberg (AudioCodes)
17:00	Networking Drinks & Snacks	



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