



ARTIFICIAL INTELLIGENCE

MEDLEMSARRANGEMENT, TORSDAG DEN 19. APRIL 2018

Kære medlem af NDCC

I samarbejde med BI Alumni og Salesforce inviterer vi til et kig ind i fremtiden – og fremtiden, den er her allerede – nærmere bestemt om AI – Artificial Intelligence. Arrangementet foregår på engelsk, hvorfor resten af denne invitation også følger på verdenssproget:

Future of Work: Reshaping business with Artificial Intelligence

BI Norwegian Business School, Norwegian-Danish Chamber of Commerce and Culture and Salesforce Denmark, invite alumni, members and guests to this inspiring and thought provoking evening at Salesforce Denmark's offices.

17:00 Registration and networking

17:15 Claus Skytte – Author, entrepreneur, lecturer on Internetization, sharing economy and the new automation:

How will people, robots and artificial intelligence share the future?

17:40 Christian Fieseler, Professor BI – Norwegian Business School

Peeking Inside the Black Box: Artificial Intelligence, Algorithms and Accountability

18:05 Henning Treichl, Master Sales Engineer, Salesforce:

The Customer Experience Battle

18:30 Questions and reflections

18:45 Networking buffet

Venue: Salesforce Denmark, Strandvejen 125, 2900 Hellerup

NB: Virksomhedsmedlemmer kan som altid deltage med indtil tre personer. Personlige medlemmer kan medbringe gæster, som betaler kr. 250,- for deltagelse i arrangementet.

Tilmelding til kontakt@ndcc.dk senest den 13.april er nødvendigt.



Claus Skytte:**How will people, robots and artificial intelligence share the future?**

During the 3rd Internet wave, all people and everything will be connected through the Internet. Employees become self employed with an app as manager. Assistants are replaced by cognitive technology. Sharing economy becomes the Internet of agreements. Understand the internetization that connects the world and turns products into automatic services and everybody into service workers and freelancers. Author and expert Claus Skytte gives an overview of the possibilities and consequences of artificial intelligence.

Claus Skytte (born 1969) is an entrepreneur, lecturer and author of 4 books on internetization, sharing economy and the new automation. He is the co-founder and chairman of the Danish Association for Platform Economy.

Christian Fieseler:**Peeking Inside the Black Box: Artificial Intelligence, Algorithms and Accountability**

Today's decision-makers will not only have to use AI and Algorithms as a part of their daily work, but they also need to understand the public discourse surrounding these phenomena and be able to make educated and measured choices. A key challenge they face is that modern artificial intelligence and algorithmic processes are by design rather opaque and inconceivable to humans.

The talk aims to show measures to make the design and application of artificial intelligence more accountable and widely deliberative, so to build more inclusive innovations.

Henning Treichl:**The Customer Experience Battle**

In marketing you often hear that "Content is King". In sales "it's all about strong relationships" and in Service most focus on "Improving cost of service". The reality is that bot in the consumer space and in the corporate world, demands are rising and it's very much about delivering the right customer experience at the right time. The enabler for this is data, but it's different to scale our core business processes when being hit by the information overflow Tsunami.

In this session you will hear about:

- *Todays experience dilemma. Will technology or organisational changes solve this?*
- *Data as an enabler for experience, processes and insight*
- *The 360 degree customer view and your organisational silos*