

Bilal Zafar
Düsseldorf

How technology and AI will revolutionise the working environment forever

The presentation will shed light on the inevitable revolution of the working environment through technology and artificial intelligence (AI). It focuses on the impact of AI across all fields of work, shows how repetitive tasks are replaced by technology, and discusses opportunities and challenges for customer relationships. Thanks to AI and advanced technologies, work can be made more efficient, yet the balance must be found so as not to lose humanity in the digitised customer relationship. The presentation invites participants to discuss the future course of the working world, and examines how we can prepare for an increasingly technological future.