



EVOLUTION CX

THE AI CONFERENCE

23 & 24 September 2026
Van der Valk Airporthotel Düsseldorf

CALL FOR PAPERS

Join industry leaders, innovators, and changemakers at EvolutionCX – The AI Conference 2026, where the global customer experience community comes together to shape the future of service. As the demand for AI-driven customer engagement intensifies, this conference provides a unique platform to explore breakthrough technologies, pioneering applications, and real-world solutions transforming how businesses connect with their customers.

Over two dynamic days, participants will gain insights from world-class experts, engage in thought-provoking discussions, and connect with decision-makers across the customer service ecosystem – from technology providers and CX leaders to enterprises and policymakers. With a strong focus on innovation, collaboration, and actionable strategies, the event is designed to accelerate the adoption of AI while strengthening the competitiveness and human impact of customer experience.

Be part of the movement shaping customer experience.

EVOLUTIONCX – The AI Conference 2026 – where innovation meets interaction.

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Organized by KCI World





CALL FOR PAPERS!

We invite researchers, engineers, industry experts, and innovators to submit papers showcasing advances in AI-driven customer experience, intelligent automation, and next-gen engagement strategies. Share your insights with a global audience shaping the future of customer service. Contribute to redefining the industry – submit your paper today and join the conversation.

We welcome presentation proposals in the form of a 250-300-word abstract submitted by **15 February 2026**. Submissions will be reviewed by the EvolutionCX team.

Suggested topics:

- Next-Generation AI for Customer Experience: deep learning, hyper-automation, and AI agents redefining engagement
- Conversational AI Evolution: the future of chatbots, voice, and phone-based intelligent assistants
- Responsible & Ethical AI in CX: building trust, fairness, and transparency in customer interactions
- AI and Data Law: navigating privacy, compliance, and digital trust in a connected world
- Hyper-Personalization at Scale: predictive analytics and proactive service powered by machine intelligence
- AI-Enhanced Omnichannel Journeys: seamless integration across digital, physical, and hybrid touchpoints
- Empathy at the Core: human-AI collaboration for emotionally intelligent service
- The Future Customer: evolving expectations in an AI-driven world
- AI Business Models & Value Creation: unlocking growth, investment, and competitive advantage through AI in CX
- Real-Time Intelligence in Action: adaptive AI for instant decisions and next-best-action service

Submission details

Submit your **250-300-word** abstract in Word format. Include a clear outline of your presentation, with key topics and keywords.



For further details, please contact the conference coordinator:

Mr. Simon Neffelt • +49 2821 71145 44 • s.neffelt@kci-world.com

UPLOAD YOUR ABSTRACT HERE

Deadline:
15 February 2026

Waiting for Website-Update

IMPORTANT DATES: Abstract submission deadline: **15 February 2026**
Notification of acceptance: March 2026 • PowerPoint submission: **15 August 2026**

Four events in one location

The EvolutionCX Conference 2026 will be held in tandem with Green Steel World, Hydrogen Tech World, Instrumetrics World. One ticket grants access to all four events!

