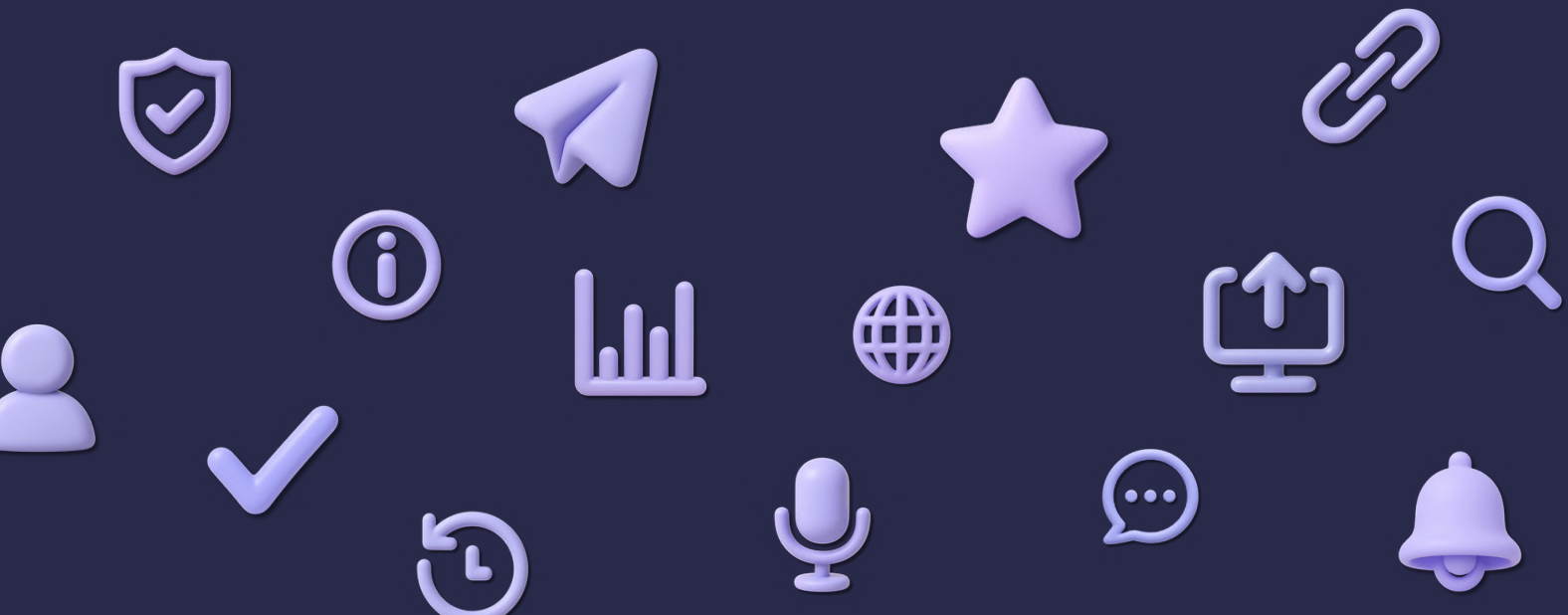




2026

Top CX Influencers in Europe



Top CX Influencers in Europe

We are back with a new edition of our European CX Influencers report. Over the past year, the rapid pace of AI adoption has transformed how customers connect with and experience brands. At the same time, rising geopolitical tensions have brought renewed focus on digital sovereignty and the strength of the European technology ecosystem.

Against this backdrop, we believe it is more important than ever to highlight the voices shaping the future of customer experience and **to spotlight the talented CX leaders across Europe** whose insights and contributions continue to drive innovation across the industry.

To curate this list, we analyzed industry recognition, thought leadership, social influence, and incorporated nominations from peers within the CX community.

We hope this report sparks meaningful conversations, encourages collaboration, and contributes to the continued advancement of customer experience and service excellence.



Charles Kergaravat

Chief Marketing Officer
Apizee



Introducing the top 150 CX influencers of 2026



Christian Peter

Marketing Automation Director
Commerzbank AG

Christian is Head of Marketing Automation and author of *Kundenfokus - It Depends on the Ands*, a practical guide to customer-centric digitalisation. With cross-industry transformation experience, he helps companies align people and technology around one goal: real customer focus.



Constantina Samara

VP Customer Support, Enablement & Trust
Synthesia



Adrian Swinscoe

Customer experience advisor, speaker and workshop leader
RARE BUSINESS LIMITED



Conny Kalcher

Group Chief Customer Officer
Zurich Insurance Company Ltd

Conny has 30+ years of experience in global brand marketing and CX. A founding partner of the NPS & Loyalty Forum, she brings together high-performing teams to drive customer-centric transformation and long-term growth. She also serves on the Board of Trustees at the Z Zurich Foundation.



Florence Bouchot

Customer Culture Manager
FDJ - La Française des Jeux





Espen Molin

Head of CX & Growth
kompasbank



Marine Deck

Founder
CX Advisor

Marine is an entrepreneur, speaker, founder of CX Advisor, and host of the podcast *Le Client*. She has analyzed customer satisfaction strategies and developed tools to enhance customer experience through inspiring conferences, online training, masterclasses, etc.



Rebecca Mequin

Head of Customer Experience
Ferrari



Jean-Denis Garo

Vice President Global Marketing & Communication
Odigo



Giulio Castiglioni

Customer Care Director
Playtomic

Giulio is a global customer experience leader with 6+ years of experience building AI-powered support operations at scale. He is passionate about designing CX ecosystems that turn every customer interaction into insight and opportunity.





Susanna Baqué

Senior Director Global Customer Experience
SCIEX

Susanna is a senior global customer experience leader in biotechnology and life sciences. She drives strategy, change, and continuous improvement, and leads sales and technical support teams. At Danaher, she also champions Diversity, Equity & Inclusion as leader of the European Women and Friends ARG.



Declan Ivory

VP Customer Support
Intercom



João Pereira

Commercial VP EMEA/APAC & CX Expert
milkrite | InterPuls

João champions customer-centricity by turning deep customer insights into strategies that deliver real value. Experienced in complex customer environments, he builds strong relationships through empathy and authenticity, ensuring the customer's voice drives sustainable growth and shared success.



Stephanie Peterson

Chief Customer Officer
AXA



Amélie Anastassiades

Customer Experience Director
Adenes France





Nathalie Nahmias

Customer Experience Director
ExperieNN's



Dan Pratt

Chief Operating Officer
PURE ONE Group

Recognised as Top Consultant of 2024 by Call Centre Helper Magazine, Dan brings 10+ years in senior CX roles across diverse sectors. He drives strategy, operations, CRM, and customer success initiatives, combining industry insight with measurable outcomes to elevate service, loyalty, and business performance globally.



Thierry Spencer

Founder
SENS DU CLIENT



Jannecke Drangert-Hveding

Founder and Chief Experience Officer
Customer C

Jannecke is a customer centricity strategist and advisor recognized among top CX voices. She helps organizations grow through customer-centric strategies, innovation, and human-centered design. She offers CX coaching and leads The Customer Community, a network of customer-centric leaders in Norway.



Luke Cuthbertson

Head of CX Consulting
Route 101 Ltd.





Ricardo Saltz Gulko

Co-Founder & Managing Director
Eglobalis Information - Insight - Innovation



Claire Boscq

Keynote Speaker
Independent



Amélie Beerens

Founder
Brazen Leaders

Amélie is a seasoned consultant and leadership coach with 15+ years of experience across 10+ industries. Combining Customer Experience strategy, Employee Experience transformation, and leadership coaching, she helps leaders and teams achieve sustainable high performance without burning out.



Simon Giraudy

Director of Customer Relationship Strategy and Innovation
Bouygues Telecom



Maria McCann

Co-Founder
Neos Wave

CX strategist with 25+ years in retail, SaaS, and digital banking, Maria builds "Dual CX" — a framework for a world where both companies and AI-empowered customers are co-designers of the experience. She now focuses on building the infrastructure needed to navigate this emerging interaction landscape.





Gareth Brophy

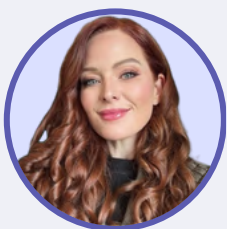
VP of Customer Experience and Back Office Capabilities
The DDC Group

Gareth has over 20 years of experience in customer service transformation across multiple sectors. He has received awards for customer service, multilingual support, crisis response, and complaint management, combining operational expertise with a people-first approach. He also serves as a judge, speaker, and coach.



Fredéric Canevet

Marketer
Eloquent



Clare Muscutt

Founder & CEO
Women in CX



Katalin Fritz

Chief Customer and People Officer
Marley Spoon

Katalin is a Chief Customer Officer dedicated to transforming the customer experience and a CX thought leader, recognized as one of the 23 Most Influential Figures in Customer Success. She also serves on the advisory board of CCW.



Alain Angerame

Director of Customer Relations and Employee Experience
Bouygues Telecom





Sophie Pietremont

Regional Marketing Director, Southern Europe
Zendesk



Graham Hill

Freelance management consultant, interim and director
Janus spv

Graham is a freelance management consultant and interim director with 30+ years of experience delivering complex business transformation projects. He specializes in growing customer base value, reducing operational costs, managing business model transformation, and facilitating organizational change.



Nicola Callan

Founder & Director
Boost HR



Marie-Louis Jullien

General Delegate
Association pour le Management de la Réclamation Client (AMARC)



Craig Brant

Customer Experience Analyst
ACF Technologies

Craig is a business development and customer experience leader with nearly two decades of experience in sales, strategic growth, and ROI optimisation. He is also the co-host of the *CX Insider Podcast*.





Jessica Ham

Senior Customer Experience Manager
National Grid

Jessica is an award-winning customer experience leader with deep expertise in the utilities sector, recognized with a Highly Commended CCMA distinction and a Gold Award at the UKCCF 2023. She has a proven track record of managing large-scale, multi-functional teams while optimizing operational and cost efficiency.



Laurent Deville

Senior Manager Solutions Consulting
Genesys



Andrew Moorhouse

Founder
ALITICAL

Andrew is the founder of ALITICAL, an independent advisory specialising in AI-enabled CX transformation. His work focuses on Conversational Decision Intelligence — helping leaders understand how decisions form within customer interactions, to reduce avoidable demand, optimise automation, and deliver operational outcomes.



Joanna Carr

Head of CX
Veracity by DNV



Sébastien Poiblan

Director of Customer Experience Operations
MACIF





Olly Hobson

Co-Founder
Cloudax



Fabien Arévalo

Founder & Director
altamedia

Fabien is a customer relationship expert with nearly 30 years in communication, marketing, and CRM, and the founder of Altamedia, a consulting and training firm specializing in customer relations. He is recognized for his expertise in customer experience audits, contact center assessments, and discourse quality analysis.



Daphne Costa Lopes

Global Director of Customer Success
HubSpot



Stéphanie Delestre

CEO & Co-Founder
Volubile.ai

Stéphanie is a digital entrepreneur and co-founder of Volubile, a platform for AI-powered voice agents for sales and customer relations. With deep expertise in the field, she shares her entrepreneurial passion through her podcast "On lâche rien" and served as a jury member on Season 4 of "Qui Veut Être Mon Associé ?".



Garry Gormley

Contact Centre CX Consultancy
FAB Solutions - The contact centre specialists





Simon Macklin

Senior Vice President - Customer Success EMEA
Salesforce



Laurent Trojani

Head of Keyyo Customer Experience
Keyyo - Bouygues Telecom Pro



Dara Kiernan

Author, Independent Consultant, Lecturer in AI & International Speaker/MC
KPI Consulting Ireland

Dara is a consulting leader, best-selling author of *"Freefall"* & *"Starbound"*, and award-winning speaker with 25+ years of experience in contact centre transformation, leadership development, and change management. He is also the host of *The Leadership Lunch* and former stand-up comedian.



Cécile Piolet

Customer Success Manager
Kiamo



Banu Cinar

Head of CX Design
JLR

Banu is an international award-winning Senior CX Leader with expertise spanning customer journey design, VoC, and multi-functional team management. She builds high-performing teams, improves service and experience, and drives measurable business outcomes through consultancy, process design, and relationship-building.





Dominic Brasoveanu

Customer Experience Expert
ROCA.WORK - CX Agency

Dominic is a CX expert optimizing omnichannel support and customer journeys. He helps enterprises streamline interactions, improve efficiency, and deliver meaningful experiences, sharing best practices via his YouTube channel and consultancy work across tech, retail, and service sectors.



David Mason

Managing Director UK & Ireland
Odigo



Carole Sasson

Director
Cocedal Conseil



Katie Stabler

Founder and Director of Customer Experience
CULTIVATE Customer Experience by Design

Founder of CULTIVATE, Katie helps businesses embed what she calls CX-ism — a customer-centric philosophy that reshapes culture, operations, and leadership to turn customer experience into a movement that drives loyalty, profitability, and lasting organizational change.



Vanessa Gressier

Customer Service Director
Groupe KILOUTOU





Claire Beatty

Senior Director Customer Marketing
Genesys



Lauren Dewailly

Customer Engagement and Experience Director
Fnac Darty

Lauren is a marketing and retail leader with 20 years of experience. She believes that every customer interaction matters when powered by the right blend of data precision, operational rigor, and emotional intelligence. She mobilizes teams to design customer experiences that are sincere, innovative, and sustainable.



Jan Philipp Wintjes

Executive Vice President Global Omnichannel
HUGO BOSS



Rosaria Cirillo

Founder
Wow Now Customer Experience



Bram De Vos

CEO
Hello Customer

Bram co-founded Hello Customer, an AI-powered platform helping businesses harness customer feedback to drive satisfaction, loyalty and growth. He has built a culture grounded in collaboration and customer insight, driven by the belief that empowering people to do what they love is the foundation of a thriving business.





Enguerrand Léger

Co-Founder
Gens de Confiance / La Grande Table

Enguerrand co-founded Gens de Confiance, a trust-based community platform, where he has led the customer happiness function for over a decade—an experience he shares in his book *Customer Happiness Manager*. He also co-founded La Grande Table, an app that promotes real-world social connections based on shared values.



Derek Corcoran

Founder and CEO
Scorebuddy



Carlos Sanchez Sanz

Head of Customer Experience & M.E.C.A.
Kia España

Carlos believes meaningful experiences and purposeful innovation drive real transformation. He champions a human-centered approach to CX and sustainable mobility, and promotes innovation that simplifies lives and creates lasting impact at the intersection of customer experience, connected mobility, and technology.



Frédéric Durand

CEO & Founder
Diabolocom



Deborah Woods

Contact Center Manager
COSTA EXPRESS LIMITED





Christophe Chamberland

Director of Customer Relations
Fnac Darty



Dan Eddie

Director of Customer Service
Simplyhealth

Dan leads customer service at Simplyhealth, with senior leadership experience across multiple industries. He has a proven track record of driving cultural, strategic, and structural change that delivers improved cost-to-serve and stronger staff retention.



Lars Engbork

Group Chief Executive Officer
SuperOffice



Jérôme Boissou

HEAD of Global Customer & Brand Experience Program
Legrand

Jérôme has built a distinguished career spanning industrial engineering, marketing, and strategy. He designs and implements comprehensive global initiatives to enhance satisfaction and loyalty. He works cross-functionally to embed customer-centric methodologies and continuously evaluate program effectiveness at scale.



Erik Holm

CFO
Planhat





Megan Jones

Editor
Call Centre Helper



Peggy Sadier

Strategy - Commercial & Marketing Director
Duralex®



Lena Wisser

Founder
LWCX Consulting

Leader in global customer success, Lena mentors high-performing teams across customer success, professional services, technical support, partner delivery, and enablement. Passionate about rethinking traditional post-sales frameworks, she combines high-touch technical deployment with scalable customer success models.



Christophe Carrère

Global Chief Customer Director
Europcar Mobility Group



Michell Polnareff S.R. Costa

VP Customer Success & Customer Experience
Talkdesk

Michell is a global Customer Success and Customer Experience executive with over 20 years of leadership experience across SaaS, enterprise services, and complex international environments. He is recognized for building scalable, human-centered organizations that evolve into full customer experience engines.





Claire Calmégane

President France and Benelux (General Manager, SVP)
Foundever

Claire leads AI-powered customer operations at Foundever, turning complex strategies into scalable outcomes. She is also a committed advocate for diversity and women in tech, an angel investor at Leia Capital, and serves as Non-Executive Director at Hub France AI and on the HEC research committee.



Marc Lantrok

Vice President Customer Engagement Europe & North Africa
Accor



Joe Smyth

SVP of R&D, Digital, AI & Journey Management
Genesys



Helen Beaumont Manahan

Director of Client Success & CX
National Support Network

Helen is a CX and quality management specialist with over a decade of expertise in multilingual contact strategies, quality frameworks, and training programmes for brands. An industry awards judge, speaker, and trainer, she delivers specialist content in vulnerable customer support, emotional intelligence, and quality management.



Cédric Cambier

Director of Digital Experience and Operations
Boulangier





Sarah Wilkes

CX Lead
Principality Building Society



Federico Cesconi

CEO
sandsiv+

Federico is a CX technology entrepreneur and co-founder of sandsiv+, rated the #1 VoC platform worldwide. His latest innovation, InsightNarrator, leverages proprietary LLM technology to transform customer feedback into plain-language insights, actionable recommendations, and journey mapping.



Rémi Trento

VP General Manager
ServiceNow



Carsten Schütz

VP, Global Head Of Scaled Customer Success
SAP



Laurent Garnier

Co-Founder
KPAM

Laurent is the co-founder of KPAM and a CX strategist who believes that actions speak louder than words and CX will be central to business strategy for decades to come. He has developed a unique approach that mirrors customer and employee experiences, helping organizations align their teams to better serve their customers.





Ken Hughes

International Keynote Speaker
Ken Hughes Inc.

Ken is a globally recognized CX expert and bestselling author, and one of the world's leading authorities on customer experience, consumer behavior, and human connection. He advises Fortune 500 companies and works as a life strategist and coach with elite athletes, entertainers, and C-suite leaders.



Dominique Russo

Director of Customer Experience
GROUPE MACIF



Vinay Parmar

Keynote Speaker | Managing Director at Customer Whisperers | Podcast Host
Independent

Vinay is a keynote speaker with 30 years of experience in leadership, culture, and customer experience. From the front line to the boardroom, he helps organizations design experiences that build trust, inspire loyalty, and drive lasting outcomes.



Marie-Frédérique Naud

Deputy CEO of the Consumer and Digital Division
La Poste Groupe



Olga Potaptseva

CEO
European Customer Consultancy (ECC)





Pierre-Henry Langlois

Founder
Raisetalk



Siobhan Fitzpatrick

Chief Experience Officer
Virgin Atlantic

Siobhan leads the teams responsible for brand proposition, marketing, design, digital channels, loyalty, CRM, and customer journey development. With over 25 years of experience across media, retail, and aviation, she has spent more than a decade driving transformation across brand, customer, and digital propositions.



Frederic Laziou

CEO
Puzzel



Anne-Sophie Pouyau

Global Director of Customer Services
Lacoste

Anne-Sophie is a senior executive with 20 years of experience in marketing, CRM, customer service, and CX, with strong omnichannel expertise across cosmetics, luxury, retail, and e-commerce. A passionate advocate for customer-centric culture, she has received multiple industry awards and is a guest speaker at IFM.



Martin D. Brunner

Country Director
agineo





Géraldine Sénémaud

Operations Director
Veolia France



Ian Golding

Chief Knowledge Officer
AmplifyXM



Anna-Maija Tanninen

Founder
CX Agency

Anna-Maija is a CX expert with 15+ years of experience in B2B manufacturing and technology sectors. She specialises in connecting CX to strategic business priorities. She helps organisations design insight-driven roadmaps that improve retention, operational efficiency, and customer lifetime value.



Romain Kara

Director of Customer Relations
SNCF Connect & Tech



Christopher Brooks

Head of Consulting
Lexden CX

Christopher is a customer strategist with over 20 years of global experience across agency, client-side, and consultancy roles. A multiple award-winning CX expert, he specializes in CX program design and customer culture transformation. He is also the host of the *CX Superheroes* podcast, a guest lecturer in CX Management, and the founder of the not-for-profit *Customer Experience World Games*.





Merete Medle

CCO
Peab

Merete is a Chief Customer Officer, speaker, writer, and podcast host with over 20 years of experience in customer and human experience. A passionate advocate for diversity and inclusion, she has served as a conference host at the Nordic B2B CX Conference and as a board member across the industry.



Jaime Scott

Founder & CEO
evaluagent®



Damien Nuyttens

Director of Commercial Operations and Customer Experience
Edenred France



Rob Clarke

Director and Co-Founder
Elev-8 Performance

Rob is a performance and behavioural change specialist working at the intersection of CX, management development, and team climate. Co-author of "*Dropping the C-Bomb: Why Team Climate Crushes Culture*", he helps leaders turn CX ambition into consistent everyday behaviour.



Stéphane Cailleau

National Technical Manager
Groupe Atlantic





Enzo Nalis

Co-Founder
The Customer Experience Agency (TCXA)



Naomi Smith

Contact Center Manager
Worcester Bosch

Naomi is a contact center leader dedicated to empowering her team through innovative solutions, mental health awareness, and strategic planning. She combines operational management with a strong commitment to people development, ensuring both customer satisfaction and team potential are maximized.



Christophe Leclerc

Director of Customer Relations
Decathlon France



Rebecca Brown

Founder and CEO
Think Wow



Oleksiy Tsysar

Chief Executive Officer
4Service Group

With over 20 years of experience running CX and market intelligence programs across industries, Oleksiy helps leadership teams turn CX into a measurable driver of growth and profitability. His expertise spans benchmarking, journey diagnostics, VoC programs, mystery shopping, and CX analytics.





Michael Brandt

Founder, Senior Consultant & Educator
CX-Excellence

Michael is a customer experience trainer and coach with 20+ years of global experience in CX and customer care. He designs and delivers leadership development programmes, journey mapping workshops, and customer-centric mindset training that turn theory into measurable behavioral change.



Steve Morrell

Managing Director
ContactBabel



Astrid Lelievre

Director of Customer Experience & Relations France
Clariane

Astrid turns customer relationships into drivers of trust and sustainable performance. Combining strategic vision, VoC management, and hands-on operations, she makes customer listening actionable and unites teams around a culture of service and relational excellence.



Leigh Hopwood

CEO
CCMA | Contact Centre Management Association



Daniel Ray

Professor of Marketing
Grenoble Ecole de Management





Peter Aitken

Head of Customer Strategy and Insights
Kantar



Audrey Chatel

Digital Customer Experience Director
Schneider Electric

Audrey is a senior CX leader with international expertise in turning CX into a strategic growth engine for global enterprises. A Design Thinking and Agile practitioner, she also shares her expertise through her platform cx-strategy.com and is the author of *UX Mobile : Les clés de la conception, du contenu et du design mobile*.



Meike Tarabori

Chief Editor
cmm360.ch



Silvana Buljan

Non-Executive Board Member
Bond EMEA

Silvana is a customer strategy and CRM specialist with a career spanning over 25 years across customer centricity, CX, and relational management. She has led cross-functional and cross-industry projects for leading brands in automotive, air transport, luxury, insurance, financial services, healthcare, and retail.



Jérémy Gallemard

President & Co-founder
Smart Tribune





Sandra Thompson

Co-Founder
ei empowered



Antoine Grimal

Co-Founder & CEO
Dialog



Tim Thijssse

Sr. Customer Experience Optimisation (CXO) Specialist
Online Plastics Group

CX and optimization specialist with 20 years of experience, Tim turns customer insight into actionable strategies that drive measurable online results, delivering data-driven optimizations for leading brands with a focus on customer-centric solutions across all touchpoints.



John Pearson

Contact Centre Manager
Citizens Advice Gateshead



Célia Staub

Omnichannel Client Experience Director
Kering

Célia leads luxury omnichannel CX at Kering, shaping seamless customer journeys across boutiques, e-commerce, and client care. She drives growth through digital services, omnichannel transformation, and clienteling, uniting global teams to deliver measurable customer value.





Andreas Heiz

Senior Director - Customer Intelligence Solutions
SAS

Andreas is an experienced executive with deep expertise in marketing, CRM, and SaaS. With a strong track record of building and leading high-performing global teams, he has successfully deployed transformational capabilities across international markets.



Sophie Gaignebet

Consulting & Support for Business Transformation around CX
H-emul



Tanja Hilpert

VP Central (DACH & CEE)
Zendesk



Matthieu Caron

Global Consumer Care & Experience Director - Luxe Division
L'Oréal

Customer experience and relationship specialist, Matthieu guides B2B and B2C brands in digitalization and commercial performance. He supports leadership and operations teams in deploying strategies that embed a customer-centric vision across daily operations.



Kurt Pinoy

CEO & Founder
Premium Plus





Benoît Meyronin

Professor | Project Manager
Université de l'Ingénierie



Sophie Chelmick

Executive Vice President EMEA
TDCX

Sophie is a BPO leader with 15+ years of experience delivering award-winning customer operations for global organizations. Known for driving quadruple-digit account growth and leading her previous organization's largest contract negotiation, she builds high-performing sales, productivity, and quality teams.



Steven Van Belleghem

Co-founder and Board member
nexxworks



Nicolas Hammer

CEO
Goodays



Abdul Khaled

Director of Transformation
Vandebron

Abdul is a strategic leader specializing in CX and digital transformation. He helps global brands turn customer experience into measurable commercial advantage and develops thought leadership around the Customer Behavior Shift, a framework bridging experience ambition and business outcomes.





Danny Wareham

Founder, Director & Lead Psychologist
Firgun

Danny is an organizational psychologist, coach, and author with 25+ years of experience across retail, telecom, and fintech. A member of the Association for Business Psychology and a certified psychometrician, he helps organizations create environments where high performance emerges from purpose, culture, and direction.



Ludovic Nodier

President
Élection du Service Client de l'Année (ESCA)



Sirte Pihlaja

CEO, Customer Experience Optimiser
Shirute Ltd

Sirte is the CEO of Shirute, Finland's first CX design agency, and a globally recognized CX thought leader. A Certified Customer Experience Professional, she helps organizations build AI-driven, customer-centric business models at the intersection of strategy, design, and technology. Co-author of three bestselling CX books, she also hosts the *AI Experience* Podcast and leads CXPA Finland.



Sebastien Passedouet

Director of Club and Customer Service
Automobile Club de l'Ouest



Susanne Fries-Palm

Angel Investor, Advisor & Mentor
rayne care





Thibault Lemoigne

Director of Customer Relations
HomeServe France



Naeem Arif

SAP Architect for Data Quality & Transformation
VISTRA

Naeem is a multi-award-winning entrepreneur, management consultant, and author of nine bestselling books, known as the Customer First Enabler. With over 30 years of experience in business transformation, customer experience, and SAP, he is a sought-after expert and BBC radio commentator on customer-centric business strategy.



Simone Correll

Global Head of Customer Experience
Allianz



Johanna Sinkkonen

Director, Customer Insights
Elisa

Johanna is a senior business leader with six years of CEO experience in high-growth B2B SaaS environments. She combines P&L ownership with people leadership, driving customer-centric strategies while fostering inclusive, values-driven cultures.



Juan Carlos Penaranda

Group Head of Clienteling
LVMH





Eric Poueys

Director of Customer Relations
Groupe Pierre & Vacances - Center Parcs



Ed Sowden

EMEA Director of Customer Success
Splunk



Pierre Daems

President
Aube Conseil

Pierre is a consultant in strategy and management. He guides organizations across sectors to align operations with customer, employee, and stakeholder experiences. He has extensive expertise with airports, cities, healthcare, banking, and insurance.



Susana de Sousa

Head of Community
Plain



Emma Sutton

Partner Collaboration Director
Oracle

Emma leads customer experience and loyalty initiatives across global organizations. Leveraging Oracle technology and cloud solutions, she has led award-winning customer and employee engagement initiatives across some of the world's largest and smallest organisations. Her career is anchored by a deep conviction that exceptional customer experience is a driver of sustainable growth.

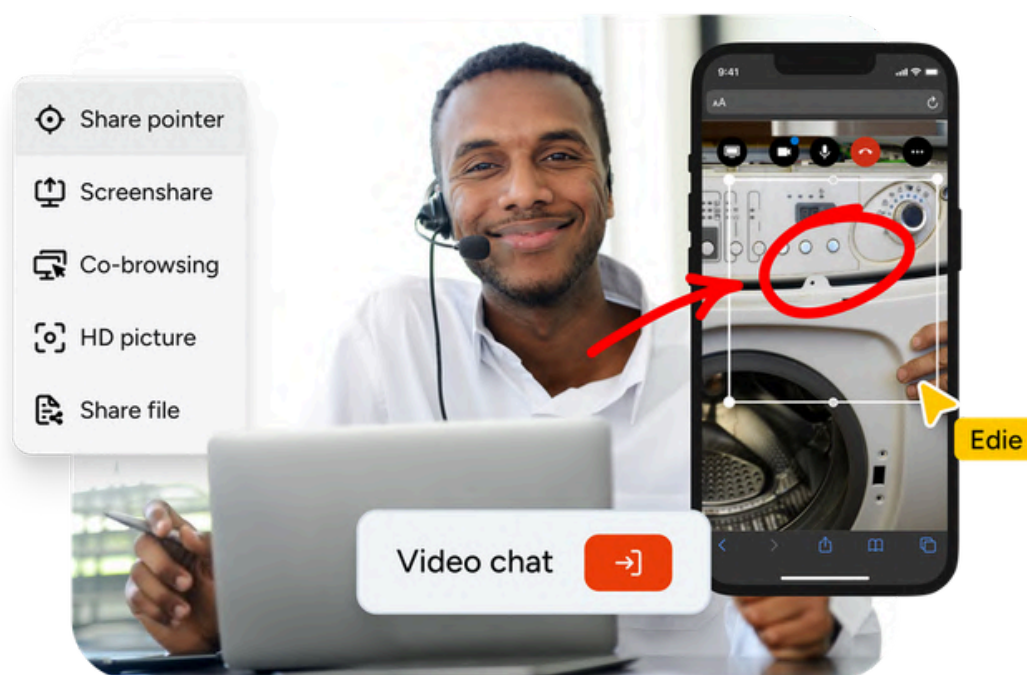


About Apizee

Customer experience continues to evolve rapidly, but one principle remains constant: meaningful customer relationships are built on clarity, trust, and empathy. As organizations embrace AI and automation, the challenge is to design workflows where AI handles routine requests and seamlessly escalates to human support when complexity arises or when customers ask for it.

At Apizee, we believe organizations need the right tools to step in at the right moment—especially when situations are complex, urgent, or emotionally charged. By enabling agents to see, guide, and support customers in real time, we help transform critical interactions into satisfying outcomes.

Founded in France, Apizee is committed to digital sovereignty. Our solutions are built with security, privacy, and GDPR compliance at their core, keeping data protected and hosted within Europe.



Someone we missed?

Recommend to us an influencer at marketing@apizee.com



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