

# Driving Innovation 2011 Agenda

**Driving Innovation offers a wide range of sessions\* and tracks. The key below can help you choose from case studies, interactive sessions, and technical discussions. There's something for everyone!**

■ **T1** : Voice of the Customer Analytics ■ **T2** : Impact 360 in Action ■ **T3** : Creative Practices  
 ■ **T4** : Trends ■ **T5** : Technology and Services ■ **T6** : Back Office Optimization ■ **T7** : Branch Optimization

DAY/DATE/TIME:	TRACK	SESSION/ACTIVITY:	TOPIC:	LOCATION:
<b>Monday, May 16</b>				
<i>Driving Innovation 2011 User Conference</i>				
12:00 – 6:00 p.m.		Conference Registration		Registration Desk
6:00 – 7:30 p.m.		Opening General Session		Summerlin Ballroom
7:30 – 9:30 p.m.		Opening Reception		Cherry
<b>Tuesday, May 17</b>				
7:30 – 8:30 a.m.	Attendee Breakfast	Network with Your Neighbors - Regional Roundtables		Red Rock A, B & C
8:30 – 10:00 a.m.	General Session	Creating an Integrated View of the Customer The Real Truth About Success: What the Top 1 Percent Do Differently and Why They Won't Tell You		Summerlin Ballroom
10:00 – 10:30 a.m.		Break		Summerlin Promenade
Concurrent Breakout Sessions				
10:30 – 11:45 a.m.	T1 Voice of the Customer Analytics	Real-life Speech Analytics		Charleston A & F
	T2 Impact 360 in Action	Driving Transparency in Your Workforce Management Strategy		Charleston C & D
	T3 Creative Practices	Going Beyond Quality Monitoring with Scorecards and Data Analytics		Summerlin A
	T4 Trends	Remote Agents: A Healthy Proposition for Your Business		Summerlin F
	T5 Technology and Services	Solution Roundup: Quality Monitoring and Coaching		Veranda A & B
	T6 Back Office Optimization	Introducing Version 11 of Workforce Management and Desktop and Process Analytics		Charleston B
	T7 Branch Optimization	Using Workforce Management to Influence Your Branch Strategy		Veranda C
11:45 a.m – 1:00 p.m.		Lunch		Red Rock A, B & C
1:00 – 2:15 p.m.	T1 Voice of the Customer Analytics	Right on the Money: Best Practices for Implementing Speech Analytics		Charleston A & F
	T2 Impact 360 in Action	Creative Practices In Evaluation Form Design and Strategy		Charleston C & D
	T3 Creative Practices	Analytics Intervention! Using Real Data for Real Results		Summerlin A
	T4 Trends	Managing Difficult Conversations		Summerlin F
	T5 Technology and Services	Solution Roundup: Workforce Management		Veranda A & B
	T6 Back Office Optimization	Finding Hidden Capacity in Your Back Office		Charleston B
	T7 Branch Optimization	Impact 360 for Retail Financial Services Preview		Veranda C
2:15 – 2:45 p.m.		Break		Summerlin Promenade
2:45 – 4:00 p.m.	T1 Voice of the Customer Analytics	Analytics Evolution		Charleston A & F
	T2 Impact 360 in Action	Teaching Agents and Supervisors About Staffing and Scheduling		Charleston C & D
	T3 Creative Practices	Combining Quality with Speech and Data Analytics to Drive Results		Summerlin A
	T4 Trends	Ready, Text, Go! Text Analytics and the Voice of the Customer		Summerlin F
	T5 Technology and Services	Solution Roundup: Performance Management and eLearning		Veranda A & B
	T6 Back Office Optimization	Scaling Document Management in a Growing Organization		Charleston B
	T7 Branch Optimization	Extending Branch Workforce Optimization with Desktop and Process Analytics		Veranda C
4:00 – 5:00 p.m.		Analytics User Group		Charleston A & F
5:00 – 8:30 p.m.		Technology Showcase		Summerlin Ballroom

\* Sessions may be recorded.

## Wednesday, May 18

7:30 – 8:30 a.m.	Attendee Breakfast	<b>Industry Roundtables</b>	Pavillion Ballroom & Veranda F
8:30 – 10:00 a.m.	General Session	<b>The Evolution of Enterprise Workforce Optimization</b> <b>Everyday Analytics: How Actionable Intelligence Is Changing Your World</b> <b>Industry Trends to Watch</b>	Summerlin Ballroom
10:00 – 10:30 a.m.		Break	Summerlin Promenade
Concurrent Breakout Sessions			
10:30 – 11:45 a.m.	T1 Voice of the Customer Analytics	<b>Using Speech and Text Analytics for Better Decisions</b>	Charleston A & F
	T2 Impact 360 in Action	<b>QM Cage Match: Winning Strategies for Your Contact Center</b>	Charleston C & D
	T3 Creative Practices	<b>Evolving from Cost Center to Profit Center</b>	Summerlin A
	T4 Trends	<b>Top Five Workforce Management Trends</b>	Summerlin F
	T5 Technology and Services	<b>Solution Roundup: Speech Analytics</b>	Veranda A & B
	T6 Back Office Optimization	<b>Using Workforce Optimization to Enhance Claims Processing</b>	Charleston B
	T7 Branch Optimization	<b>Hands-on Lab: Capacity Planning for Branches</b>	Veranda C
11:45 a.m. – 1:00 p.m.		Lunch	Pavillion Ballroom & Veranda F
1:00 – 2:15 p.m.	T1 Voice of the Customer Analytics	<b>A New Metric for Healthy Customer Satisfaction Scores</b>	Charleston A & F
	T2 Impact 360 in Action	<b>This Won't Hurt a Bit! A Phased Approach to Workforce Management</b>	Charleston C & D
	T3 Creative Practices	<b>WFM Smackdown! Overcoming Your Workforce Management Problems</b>	Summerlin A
	T4 Trends	<b>Understanding Voice of the Customer Analytics</b>	Summerlin F
	T5 Technology and Services	<b>The Big Picture: PCI Compliance for Call Recordings</b>	Veranda A & B
	T6 Back Office Optimization	<b>Desktop and Process Analytics: Tips and Tricks</b>	Charleston B
	T7 Branch Optimization	<b>Transforming Branch Productivity</b>	Veranda C
2:15 – 2:45 p.m.		Break	Summerlin Promenade
2:45 – 4:00 p.m.	T1 Voice of the Customer Analytics	<b>Bottom Line Success with Speech Analytics</b>	Charleston A & F
	T2 Impact 360 in Action	<b>Using Speech Analytics for Better Coaching</b>	Charleston C & D
	T3 Creative Practices	<b>Cruising the High Seas with WFM and Performance Management Scorecards</b>	Summerlin A
	T4 Trends	<b>He Said <i>WHAT?</i> Social Media and the Contact Center</b>	Summerlin F
	T5 Technology and Services	<b>Technical Session: Impact 360 Version 11</b>	Veranda A & B
	T6 Back Office Optimization	<b>Back-office Workforce Optimization Success Stories</b>	Charleston B
	T7 Branch Optimization	<b>Actionable Intelligence Through Branch Traffic Analysis</b>	Veranda C
7:00 – 10:00 p.m.		<b>Customer Appreciation Dinner</b>	House of Blues

## Thursday, May 19

8:00 – 9:00 a.m.	Attendee Breakfast	<b>Technology Roundtables</b>	Pavillion Ballroom & Veranda F
9:00 – 10:00 a.m.	General Session	<b>The Sound of Success: Voice of the Customer Analytics</b>	Summerlin Ballroom
10:00 – 10:15 a.m.		Break	Summerlin Promenade
Concurrent Breakout Sessions			
10:15 – 11:30 a.m.	T1 Voice of the Customer Analytics	<b>Verint Community LIVE! Voice of the Customer Analytics</b>	Charleston A & F
	T2 Impact 360 in Action	<b>Verint Community LIVE! Workforce Management</b>	Charleston C & D
	T3 Creative Practices	<b>Verint Community LIVE! Quality Monitoring</b>	Summerlin A
	T4 Trends	<b>Verint Community LIVE! Contact Center Strategy and Management</b>	Summerlin F
	T5 Technology and Services	<b>Verint Community LIVE! IT</b>	Veranda A & B
	T6 Back Office Optimization	<b>Verint Community LIVE! Back-office Operations</b>	Charleston B
	T7 Branch Optimization	<b>Verint Community LIVE! Bank Branches</b>	Veranda C
11:30 a.m. – 12:00 p.m.	Closing Session	<b>Final Remarks and Conference Adjournment</b>	Summerlin Ballroom