

Branch WFM & Analytics Summit at Engage22

June 13 – 15, 2022
Hyatt Regency Orlando Florida

Monday, June 13

Time	Activity
4:00 pm – 5:00 pm	Branch WFM Customer Welcome Reception – By Invitation Only With Jackie Hudson and members of the Verint Branch Workforce Solutions Team
6:30 pm – 8:30 pm	Welcome Reception – All Engage22 Attendees

Tuesday, June 14

Time	Activity
6:30 am – 7:30 am	Wellness Hour (yoga and other activities)
7:30 am – 8:30 am	Breakfast
8:30 am – 10:30 am	Welcome and General Session Including a keynote by Chef José Andrés, an internationally recognized culinary innovator, author, educator, humanitarian, and chef/owner of ThinkFoodGroup.
10:30 am – 11:00 am	Morning Break
	Branch WFM & Analytics Summit – By Invitation Only
11:00 am – 11:50 am	Branch Workforce Management & Analytics in 2022 Welcome and sharing of recent research by Jackie Hudson, GVP and General Manager, Verint Branch Workforce Solutions
12:00 pm – 1:30 pm	Lunch
1:30 pm – 2:20 pm	Panel Discussion: Branch Operating Models Continue to Evolve – Have You?
2:30 pm – 3:20 pm	Panel Discussion: The Branch as a Customer Engagement Center
3:20 pm – 4:00 pm	Afternoon Break
4:00 pm – 4:50 pm	Panel Discussion: Analyzing Branch WFM Data for Strategic Decision Making
5:30 pm – 6:30 pm	Networking Reception



Wednesday, June 15

Time	Activity
6:30 am – 7:30 am	Wellness Hour (yoga and other activities)
7:30 am – 8:30 am	Breakfast
8:30 am – 10:30 am	General Session
10:30 am – 11:00 am	Morning Break
	Branch WFM & Analytics Summit – By Invitation Only
11:00 am – 11:50 am	Branch Banking Executive Fireside Chat
12:00 – 1:30 pm	Lunch
1:30 pm – 2:20 pm	How Do Banks Measure Up Against Verint's Customer Experience Index? Samantha McDougall, VP, Customer Analytics, will share results of the 2021 Verint Experience Index: Banking.
2:30 pm – 3:20 pm	Panel Discussion: Incorporating Digital Technology and Efficiency Strategies into the Branch Service Model
3:20 pm – 4:00 pm	Afternoon Break
4:00 pm – 4:50 pm	What's on the Verint WFM for Branch Product Roadmap Robert Bitten, Product Manager
6:30 pm – 10:00 pm	Customer Appreciation Event!

To register for the Branch WFM & Analytics Summit, please visit: <https://www.verint.com/engage/>

The hotel room block at the Hyatt Regency Orlando expires on May 20, so please secure your accommodations today!

About Verint

Verint® (Nasdaq: VRNT) helps help the world's most iconic brands – including over 85 of the Fortune 100 companies – build enduring customer relationships by connecting work, data and experiences across the enterprise. Verint Workforce Management for Branch helps financial institutions meet their business objectives to improve efficiencies, enhance customer experience, and drive sales and revenue growth. Our purpose-built solutions model all branch activities so leaders can staff and schedule resources to achieve sales, reallocate staff based on customer demand, and leverage market opportunity.

Twelve of the top 15 banks in the US and Canada trust Verint Workforce Management for Branch to staff and schedule more than 40,000 branches worldwide. To learn more visit www.verint.com/branch.



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