

Delivering Value with AI & Analytics

| Session Name | Description | Session Track |
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| Benefits and Insights from Verint IVA and Application Triggers: GDIT Provides a Real-World Example | Join this session to learn how General Dynamics Information Technology, in its role as a Medicare contractor, leverages Verint to reduce staffing in its call center. The team shares how it integrated Verint IVA to its CRM system, improving agent performance while reducing supervisor workload, and, with Verint Application Triggers, effectively moves data between applications and tags vital customer data to calls. Further, the team shares how it traces calls through its IVR based on the selections made to identify contacts with agents, so it has full visibility into interactions. Having achieved a 30% reduction in staffing, this is a story you don't want to miss! | Delivering Value with AI & Analytics |
| DenizBank's Total Quality Journey and Impact: From Speech Analytics to AQM, Real-Time Agent Assist, and Voice Biometrics | Learn how DenizBank, an innovative, international bank in Turkey, is moving up the total quality maturity curve and, in doing so, more effectively supporting its remote agents. The journey began with a successful Verint Speech Analytics deployment, leveraging Verint's speech sentiment report and driving category accuracy to more than 95 percent, and was followed by the rollout of Verint Automated Quality Management, which drove a 30 percent improvement in quality and compliance. Get insight into these initiatives, as well as the most recent leg of the bank's journey – adding Verint Real-Time Agent Assist and Voice Biometrics to reduce fraud and improve customer experience. | Delivering Value with AI & Analytics |
| Florida Power and Light Marries Speech Analytics and DPA with External Customer Data To Solve the CX Puzzle | The open nature of the Verint platform has enabled Florida Power and Light to combine Verint's Speech Analytics and Desktop and Process Analytics (DPA) insights with external data sources. In this session, learn how the organization joins multiple data sources, including customer attributes, surveys, and transactional data. As a result, the utility's analytics and broader CX teams gained even greater visibility into the CX puzzle and, in turn, a more unified, holistic, omnichannel view of its customers. Learn how the team applied this multi-data insight approach to recent strategic initiatives. | Delivering Value with AI & Analytics |
| LexisNexis Risk Solutions Powers Total Quality with AI Automation and Interaction Insights | In this session, LexisNexis Risk Solutions shares how it transformed its quality program, taking it from a manual process of traditional sampling to an automated process with 100 percent coverage, using Verint Automated Quality Management, Speech Analytics, and Text Analytics. This mission-critical transformation helped its clients reduce exposure to risk and provided invaluable insights to the business, particularly as its workforce transitioned to work from home. In addition, learn how LexisNexis leverages Verint Da Vinci AI and Analytics powered solutions to support its digital transformation initiatives, elevate customer and employee engagement, and drive enterprise-wide value. | Delivering Value with AI & Analytics |

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| Highmark Highlights Its Journey to Enterprise-Level KM or Finding the Perfect Fit: Highmark's Journey to Enterprise-Level KM | Enterprise-level KM story. How they approached doing big enterprise deployment. 1000s of users, many different stakeholders. How they got going and what they might have done differently. Where they are headed now based on what they've learned. Limitations in terms of functionality and how they got around them. Making KM accessible to other / all levels of the organization + user experience (getting to tool, third-party apps, and not just being in the tool and finding knowlegde articles). | Driving Digital-First Engagement |
| At Region of Waterloo, Creativity Abounds with Case Management Pro | Join this session to hear how the Region of Waterloo, a metropolitan area of Southern Ontario, Canada, creatively uses Verint Case Management Pro to achieve greater efficiency and effectiveness across non-service request related tasks. Learn how it takes full advantage of Forms and Process Management functionality for everything from back office/contact center change requests, contact center news alerts, and a streamlined public health service request process to URL audit email alerts, call driver email alerts, and more. Walk away with a better sense of how you can get more creative with Case Management Pro too! | Driving Digital-First Engagement |
| Boundless Citizen Engagement for the Public Sector | Across all tiers of government, the public sector delivers a huge range of services with the common objective to provide the best service to their communities and citizens, delivered efficiently and cost-effectively. Coping with rapid operational and policy changes brings with it a pressing need to connect departmental silos of data and processes, to unleash efficiencies and elevate citizen experience. Join this session to see how a range of Verint solutions can contribute to addressing new challenges | Driving Digital-First Engagement |
| Citizen Digital First Engagement Around the World | Around the world, public sector organizations of all types use their Verint solutions to deliver a wide range of citizen services and fulfil their operational needs. Attend this session to embark on a whistle-stop tour around the globe and experience the flexibility of Verint citizen digital first engagement solutions and the ingenuity of the organizations using them | Driving Digital-First Engagement |
| Deliver Conversational CX Across Your Digital-First Engagement Channels | When it comes to engaging with brands, customers' expectations have never been higher. But with so many digital channels to consider – from live chat to communities and social media to private messaging – which channels make the most sense for your business? Join us as we discuss best practices for powering customer conversations over private messaging and social media channels, create an omni-channel customer experience strategy, and power interactions at scale. | Driving Digital-First Engagement |
| How Digital-First Engagement Powers Omni-Channel CX Across the Enterprise | 2020 resulted in enterprise brands facing a digital reckoning. “Digital transformation” initiatives – that could last anywhere from 6 months to 6 years – were suddenly time-sensitive. As brands scrambled to figure out how to operate efficiently in this new digital world, they also had to rapidly adapt to changing consumer habits. But to enable digital-first engagement you must align operationally across the enterprise. In this session, we will tackle the critical nature of harnessing the power of digital-first channels with an aligned workforce and explicit customer experience. | Driving Digital-First Engagement |
| How Lenovo Validates Community Success | One of the biggest hurdles most marketing organizations face is validating their investment in online customer communities. At Lenovo, a Fortune Global 500 company serving customers in 180 markets around the world, the organization has launched and grown global communities in five countries, while providing metrics and reporting on platforms, scaling, and investing in the team to manage and grow these communities. Join this session to learn more about and explore best practices to help you validate community growth via metrics. | Driving Digital-First Engagement |
| How to Unify, Operationalize, and Connect Experiences Across the Customer Journey | Your customers demand customer-centric experiences when engaging with your brand, regardless of channel. Experiences that include proactive engagement, transitions from self to assisted service and asynchronous conversations. Join this session as we show you how Verint Engagement Orchestration can help create seamless customer journeys while driving workforce efficiencies in today's omni-channel environment. | Driving Digital-First Engagement |

Driving Digital-First Engagement

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| Humana Drives Quality and Efficiency With Automated, Just-in-Time Knowledge Delivery | Humana, the third largest US health insurance provider, uses a powerful combination of Verint Desktop and Process Analytics (DPA) and Knowledge Management to enhance the quality of its member experience while shortening effort for its associates and lowering costs for the business. Verint DPA automatically spots important products and terms as agents perform tasks, triggering the presentation of specific knowledge objects to help them quickly communicate answers. The knowledge base itself allows Humana to define and curate content access to its large core repositories to keep answers focused and up to date. Humana will also demonstrate emerging practices for incorporating Verint Real-Time Agent Assist into its service workflow. | Driving Digital-First Engagement |
| Industry Best Practices for Building, Engaging, and Growing a Community | There are many options when building a community. But building one that is successful and maintains deep customer relationships requires effort and know-how. In this session, we'll take you through how to build a community from the ground up, how to engage that community, and how to create a successful measurement framework. You'll leave knowing the top tips and tricks to master your own community. In this session, we will break into smaller groups to discuss the how of communities. | Driving Digital-First Engagement |
| Learn the Fundamentals to Embedding Conversational AI Across Your Business Operations | Most organizations have multiple bots handling customer inquiries across a wide range of customer engagement channels. But this leads to a fragmented approach to automation. In this session, we'll demonstrate how Verint Intelligent Virtual Assistant™ (IVA) powers digital, voice, and voice-based telephony interactions to unify those experiences and deliver proactive, personalized interactions for immediate ROI and contact center savings | Driving Digital-First Engagement |
| Private Messaging and Social Media Channel Deep Dive: The What, Where and Why | Each private messaging channel has its own features, demographic and geographical popularity that make them ideal for different brands to engage their customers. It's not a case of needing to be on all of them or just one, it's about integrating the right ones into your CX strategy to best serve your customers. But, with a wealth of private messaging channels available, how do you know which is right for your brand? In this session, we will take a deep dive into each channel's digital-first functionality | Driving Digital-First Engagement |
| The Future is Now: Connect Real-Time Knowledge to Improve Customer Engagement and the Workforce | When your customers have questions or issues, they demand immediate, accurate answers in their channel of choice. Imagine if your knowledge management software worked the same way your brain works. Imagine your software automatically understanding concepts without manual intervention. Imagine easy-to-use knowledge that underpins your automation strategy. In this session Heather Richards will discuss why knowledge is foundational in delivering experiences customers now expect and helps power the Verint Cloud platform | Driving Digital-First Engagement |
| The KM Ecosphere: Automate Knowledge Across the Enterprise to Support Customers and Employees | To deliver seamless customer experiences across a multitude of channels you need to understand your customers. This means sharing previous conversational context across the organization. Learn how Verint Knowledge management empowers consistent answers across all relevant customer touchpoints, helps your workforce become more efficient, and provides immediate benefits through rapid cloud deployment for immediate time to ROI. | Driving Digital-First Engagement |
| What's Next for Future of Communities | Verint Community provides a personalized online community and self-service environment equipped with blogs, forums, articles, multimedia galleries, and more so customers can interact with other users, find detailed information, and engage with your brand. But what's next in the future of communities? How will they adapt to a more digital, diverse, and dispersed consumer base? In this session, Verint subject matter expert Jon Allen will discuss not only what's to come in the next six months, but also the next six years. | Driving Digital-First Engagement |

Elevating Experience Management

| Session Name | Description | Session Track |
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| Contact Center Innovations: How CX Programs are Improving Operations | <p>"Today, virtually every contact center is grappling with trying to do more with fewer resources as consumer expectations rise. At the same time, the consumer mindset has turned digital-first. But that opens a new set of challenges for the contact center as agents work to support customers who have trouble completing their tasks online with digital self-service tools. In fact, research from a recent Verint Experience Index found 73% of banking customers who reached out to a contact center had first tried a digital channel but were unable to accomplish their task online. The contact center is essential to the customer experience—and it's ripe for CX innovation. Join this session to learn:</p> <ul style="list-style-type: none"> • How you can uncover valuable CX insights that improve contact center operations and coaching moments with agents • Why capturing key metrics and insights across the customer journey that can help improve the employee and customer experience • What a CX program in the contact center can do to help boost digital transformation efforts that results in deflecting more calls" | Elevating Experience Management |
| Costco Takes Member Feedback to the Next Level with Quality | <p>Having provided its members the ability to utilize digital feedback on their warehouse and website experience, Costco Wholesale added the ability for its members to provide feedback on their call experience. Join this session for an in-depth look at the leading retailer's journey to capturing its members' thoughts and opinions through its IVR by offering an after-call survey. Learn about the impact to its quality scores, agent experience, and, most importantly, member experience.</p> | Elevating Experience Management |
| CX Evolution: How Fanatics Is Using CX Insights to Drive Strategy Across the Organization | <p>Fanatics, a leading global digital sports platform, has been focused on the customer since its inception in 1995, so it's no surprise that the company has been a long-time consumer of voice of customer data. As the customer experience practice has evolved, so has Fanatics on own CX program. Attend this session to learn how Fanatics and, specifically, its customer experience team has evolved from a focus on website quality to delivering insights that drive business decisions.</p> | Elevating Experience Management |
| CX Evolution: How Virginia Lottery Wins with Digital CX | <p>Virginia Lottery increased the use of Verint Experience Management solutions and Verint service offerings to help it fully understand its players in its pursuit of providing the best-in-class digital lottery experience. Join this session to learn more on the route the organization took and its journey to date. Leave with insights, tips, and tricks to help you evolve your own CX program!</p> | Elevating Experience Management |
| Experience Management in the Digital World | <p>The past few years has seen an explosion in the use of digital channels. Customers want to reach you whenever and wherever they are. While many still want to talk to an agent in real-time, more often than not, they are turning to messaging, text, and self-service to interact with you. Are you giving these interactions the attention they require? In this session we'll take a close look at what you should be doing to gain a clear understanding of your customers' experiences on your digital channels and how to determine what's working and what's not.</p> | Elevating Experience Management |
| Experience Management: Moving Beyond Surveys for a Holistic CX Strategy | <p>"Customer journeys are becoming more complex as interactions increase and channels expand. How do you know what your customers really think about the experience you provide? You could ask them directly with a survey. But that's no longer enough to get a full picture of your CX—especially as consumers have turned digital-first. And, as many organizations continue to report problematic data silos across departments, truly understanding the customer experience becomes more difficult. For instance, your contact center has valuable insights your digital team needs and vice versa. When the two don't have access to each other's data, they're missing out on important CX insights that can help them do their jobs better and CX at the organization. Join us to learn how you can move beyond surveys to connect departments for a holistic view of your CX. We'll discuss:</p> <ul style="list-style-type: none"> • Why surveys can capture only a limited amount of digital failure at your organization • How connecting your contact center and digital team can amplify your CX and digital transformation efforts • What tools you can use to automate processes, reduce customer effort, and organize your data so you can take quick action." | Elevating Experience Management |

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| FedRAMP: Improved Cyber Security for the Cloud | Federal departments and agencies are now mandated to move to FedRAMP-authorized SaaS solutions to address the ever-increasing threat of cyberattacks. But what is FedRAMP? How can your agency use it to improve security? What is the difference between the various FedRAMP levels? What steps will you need to take to be compliant with Executive Order 14058 that mandates FedRAMP solutions? Attend this session to learn more about how Verint Experience Management's authorized FedRAMP edition can help agencies and providers modernize IT, improve security and increase efficiency while reducing effort and cost. | Elevating Experience Management |
| Is Your CX Program Mature? How to Implement a CX Framework that Drives ROI, Executive Buy-in, and Smarter Business Decisions | <p>"Only 12% say that their CX measurement is high or very high, according to Forrester. And 44% don't even know the ROI of their program. Organizations invest heavily in tracking and improving CX metrics like customer satisfaction (CSAT) or NPS®. Those scores should guide actions taken across the organization, from small tactical improvements to big strategic decisions. But are they enough, and are they the right lens through which to evaluate progress and guide actions? Meanwhile, organizations struggle to move the needle on CSAT because they are uncertain about where and how to prioritize improvements. Or they don't have buy-in from the right stakeholders.</p> <p>Join us to learn how you can implement a new CX framework to consolidate, visualize, and analyze experience management data to drive smarter and quicker business decisions. We'll cover:</p> <ul style="list-style-type: none"> • How to share data across siloed departments for coordinated action • Why an Experience Quality framework can give you the insights needed to increase CSAT and NPS • What leveraging advancements in artificial intelligence and automation can do for your CX program • How to make executive buy-in a key element of your CX program" | Elevating Experience Management |
| They're Back! Experience Management and the Return to In-Person Interactions | Your customers are once again venturing back out into the world – including brick and mortar stores and branch offices. Even those who are not quite ready for in-person shopping, are ordering online, but coming in to pick up their "ship to store." What are you doing to ensure that your in-store experience is as convenient and seamless as online ordering? This timely session will explore how Experience Management can deliver the key insights you need. | Elevating Experience Management |
| What's on the Horizon? Verint's XM RoadMap for 2022 and Beyond | Anxious to learn more about the new ways Verint will help you close the Engagement Capacity Gap? This is a session you certainly don't want to miss. Join us as we share our RoadMap and detail how we are innovating to help you unlock the myriad ways you can improve your organization's customer and employee engagement. | Elevating Experience Management |

Extending Verint Platform

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| Recording the future: Things ain't what they used to be | Voice interactions are no longer King. With more channels, modalities, and interactions than ever before, there is more to interaction recording than meets the eye. Verint can help! Join this session to learn how Recording is evolving, as part of Engagement Data Management, to meet the challenges of the future. | Extending Verint Platform |
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Harnessing the Power of Your Data

| Session Name | Description | Session Track |
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| Introducing the Engagement Data Hub | The face of business has changed. New digital communication channels have exploded, and you're interacting with customers more than ever before - in new places and more ways. Data collected from these customer interactions and feedback can be hugely valuable to the success of your business. But too often it is locked away in silos of incompatible data. Attend this session to learn how the Verint Engagement Data Hub addresses this problem, consolidating customer engagement data in a cohesive format – simplifying enrichment, data management and compliance and unleashing its full power | Harnessing the Power of Your Data |
| Visualize Your Goals: Learn How Newsela Builds Reports to Analyze and Share Community Success | Learn how to collaborate with business intelligence (BI) teams to build and leverage custom reports that align to company goals for your community. In this session, the community manager and senior BI analyst at Newsela, the leading K-12 instructional content platform used by over 40 million students and 3.3 million teachers, share the essential questions and KPIs they used to design their engagement model and how they connected Verint data to build their report. In addition, they will model their Community Engagement Locker dashboard and share examples of how they've effectively presented success to company leaders. | Harnessing the Power of Your Data |
| What is Engagement Data Management and what can you use it for? | The importance of your customer engagement data, and the challenge of managing it, are increasing and accelerating. Now is the time to break the dependency between your data strategy and your communication platform strategy. In this session you will learn about some key use-cases for Verint Engagement Data Management and see how the power behind the Engagement Data Hub can help | Harnessing the Power of Your Data |

Improving Workforce Engagement

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| AI Powered Hiring: Level up your hiring tactics | Work from anywhere now means hire from anywhere, and the competition to secure the best new hire candidates is fierce! Are you finding the right number of candidates with the right qualities to be successful in the long term? Join this session to learn how new Verint technology helps you track your hiring goals, speed up the selection process, and find the right candidates to meet your customer engagement goals. | Improving Workforce Engagement |
| AssisTT Powers Digital Transformation of Healthcare Services with Speech Analytics | AssisTT, a leading business process outsourcer and the number one contact center in Turkey with 17,000 agents, shares its digital transformation journey to schedule up to 2.9 million healthcare appointments a day, including Covid vaccinations, via mobile and web applications. Learn how the organization customized more than 1,900 words and phrases and achieved over 90 percent transcription accuracy, all the while overcoming work from home audio quality issues, and, among other successful use cases, reduced challenging conversations that were negatively impacting handle time and citizen engagement. | Improving Workforce Engagement |
| Avoiding Cookie Cutter WFM: Lessons from Navy Federal Credit Union | The world we work in has changed significantly, resulting in a rapid uptick of WFM being embraced beyond the contact center. The recipe that makes WFM effective in the contact center isn't the same one used in branch or back-office work environments. This session will enlighten you with the different ingredients, solution capabilities, and best practices to successfully adapt and expand your WFM program across your enterprise. | Improving Workforce Engagement |
| Combating the Great Resignation – Employees have a lot to say | Don't lose your best employees! You've heard the statistics — people have been leaving their jobs in unprecedented numbers. Now, more than ever, employers need to pay attention to employee engagement and wellbeing in order to prevent further attrition. Join us for this session where we'll explore why listening to and learning from the Voice of the Employee is key to helping stem the impact of The Great Resignation and meet your employees' demands for greater flexibility and job satisfaction. | Improving Workforce Engagement |

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| How Experience Management (XM) and Quality Management Collide | If you're not including customer feedback in your quality process, how do you know if employees - human or bots - are adding to or detracting from the customer's experience? Find out why it's important to integrate customer feedback directly into your Quality Management program and how to automate the process. | Improving Workforce Engagement |
| Instacart Delivers Distributed Campaigns Best Practices | Join this session to hear how Instacart, the leading online grocery platform in North America, successfully uses distributed campaigns functionality within Verint WFM to schedule a staff of thousands across multiple partners. With internal resources and both onshore and offshore outsourcers, learn how the solution has helped the organization improve overall visibility into staffing while also optimally restricting visibility amongst its numerous partners. Also, learn how the company's approach has helped it more effectively address overstaffing, understaffing, and shrinkage – and, in concert with Verint DPA, monitor and improve productivity. Leave the session with insights, ideas, and best practices on how you too can benefit from distributed campaigns, whether your contact center is big or small! | Improving Workforce Engagement |
| Introduction to Automated Quality Management - AQM! | Every customer interaction is a direct reflection of your organization and brand to your customer. With 'work from anywhere' and exploding use of digital channels and bots, supervisors have lost the insights that they used to get from walking the floor. Yet quality programs typically review only 1-3% of interactions, leaving millions of dollars of regulatory penalties and business-at-risk be hiding from you! All this is fixable. See how Automated Quality Management leaves no interaction – human or bot – unscreened, alerts you to areas of concern, and drives employee engagement with, unbiased quality assessments and automatically assigned coaching. | Improving Workforce Engagement |
| Now is the time to move to the cloud – here's how | You've heard about the benefits: automatic upgrades, less IT hassle, more agility. What are you waiting for? Verint makes it easy to keep the benefits of your existing solutions while seamlessly moving to the cloud. Join this session to learn how easy it is to migrate your Verint solutions to our open cloud architecture. You'll hear customer examples and use cases, understand the steps of the process, and learn about the countless benefits of Verint Cloud Platform. | Improving Workforce Engagement |
| NYU Langone Health Pumps Life Into New Call Centers with Verint | Imagine building a call center from scratch. Now imagine doing it again. That's what the workforce team at NYU Langone, a leading academic medical center in NYC, accomplished. In this session, the team shares how it tackled such a monumental exercise, going from an outsourced call center to creating brand new in-house centers on the east and west coast. Learn where it started, where it is today, and the transformational role Verint solutions have played in its quest to optimize the agent experience down to the click. | Improving Workforce Engagement |
| "Patterson Dental Uses AQM To Measure Quality of Conversations, Not Just Compliance" | In this session, the workforce team at Patterson Dental, a leading provider of dental products, equipment, software, digital technology, and services for dentists and dental labs, shares how it deployed Verint Automated Quality Management (AQM) not just for compliance, but to capture and better understand how it is engaging with its customers. Learn how the team stood up its AQM program, as well as how it measures success to ensure it is hitting the mark. Gain insights, from how to get management buy-in to steering clear of road blocks, to help make AQM a reality and success in your own organization! | Improving Workforce Engagement |
| Playbook for Expanding WFM into the Back-Office | The playing field to deploy WFM is different in the back office. WFM business practices are similar; however, the back-office is less mature with tools and processes, plus the environment requires purpose-built capabilities. You'll come out of this session with the keys to drive the adoption of WFM | Improving Workforce Engagement |
| Priceline Demystifies Digital First To Deliver Superior CX at a Lower Cost | Join this session to explore the ways Priceline leveraged new tools to improve customer experience with a reduced overall spend – techniques that will work for any company, even your own! While this topic might seem intimidating, especially if you're just starting your own journey, it doesn't need to be complicated. The team will break things down into bite-sized pieces, share practical advice on how to get started, and explore several use cases that have resulted in a number of quick wins with minimal effort, including an 80% reduction in one particular type of customer request that is now available via self-service across the organization's contact channels. | Improving Workforce Engagement |

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| Real-Time Agent Assist to the Rescue | Contact center agents have a near-impossible task of answering difficult questions, following complex processes, remaining compliant, and providing empathy all at the same time. And now that many agents work remotely, assistance from peers or supervisors is hard to find. You want to provide real-time help to your agents, but you don't want to overwhelm them with information or distract them from their task. Verint Real-Time Agent Assist is here to help. Join this session to learn how this innovative solution can help guide agents to positive outcomes in real-time with contextual advice right when it's needed. | Improving Workforce Engagement |
| Real-time Coaching – A Game-Changer for Quality | Improve compliance and performance on each interaction, not just through post-interaction coaching and learning. Learn how you can provide in-the-moment assistance and coaching to agents using AI-powered, real-time coaching. | Improving Workforce Engagement |
| Real-Time Coaching: The Secret to Boosting Agent Performance | Today's contact center agents need to simultaneously balance empathy, compliance, and critical thinking while solving complex customer issues. Your quality program helps identify where agents are struggling so you can assign coaching, but what if you could coach your agents in real time? In this session you'll learn how Verint's innovative real-time agent assist solution can tactfully guide agents to help improve empathy, efficiency and compliance leading to better interaction outcomes and engagement. | Improving Workforce Engagement |
| Speech Analytics in 2022 and Beyond | Speech Analytics has been one of the most critical solutions in your contact center for over a decade. By understanding what customers are calling about, you can optimize processes, improve the customer experience, drive sales, and more. Verint is a well-established leader in Speech Analytics, and our continued innovation helps you get even more value from your investment. Join this session to learn about key customer use cases for Speech Analytics, as well as recent Verint innovations including industry-leading transcription accuracy, sentiment analysis, the Verint Marketplace, and more | Improving Workforce Engagement |
| The Future of Workforce Management | The workforce management market has come a long way in the past 5 years, but what is currently available is just the beginning of the expected innovation. Workforce management vendors are delivering solutions that are increasingly flexible and responsive to the needs of contact centers and other enterprise departments. These solutions are being enhanced with artificial intelligence, designed to handle both voice and digital channels, and to empower and engage human employees by inviting them to actively participate in the scheduling process. Join this presentation to hear from industry analyst, Donna Fluss, President of DMG Consulting, and David Singer, VP, Go-to-Market Strategy, Workforce Engagement, about the future of WFM and how these transformed solutions will help increase employee engagement while improving the customer experience | Improving Workforce Engagement |
| Thermo Fisher Scientific's Evolution in Enhancing Employee Development | With the shift from onsite to remote work over the past two years, the leadership team at Thermo Fisher Scientific had to rethink how it used its tools to keep its teams engaged, motivated, and invested in their own personal development. In this session, the team shares how it revamped its use of Verint Performance Management, in particular agent scorecards, to more effectively utilize the application's coaching module. Learn how this provided supervisors with the momentum needed to keep colleagues highly focused, engaged in the right platforms, and committed to achieving strong future performance. Gain tips and insights on how you can accentuate a positive environment and enhance employee development in a similar manner. | Improving Workforce Engagement |
| Unify Your Customer Insights with Next-Generation Interaction Analytics | Your customers use more channels than ever to contact you, are your analytics solutions keeping up? To get a complete picture of your customer sentiment and service experience, you need a combined view of customer interactions across channels, including voice and text. And to truly make an impact, you need more than just reports – you need to take action and automate workflow immediately when there is a problem that requires attention. Join this session to see how Verint's next generation Interaction Analytics gives you the unified dashboards, proactive notifications, and actionable insights to measure and improve your customer service across channels. | Improving Workforce Engagement |

| Session Name | Description | Session Track |
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| Unlocking the One Workforce Advantage: Connecting Contact Center, Back Office and Branch | Your workforce is your most valuable asset – are you making the most of it? The nature of work has changed, and the lines are now blurred between contact center, back office, and branch. A branch worker can take calls during slow periods, and a contact center agent can become a virtual bank teller. Back-office workers and contact center agents can share responsibilities to level out the peaks and valleys natural to all industries. These changes can have a dramatic impact on your customer service capacity – but only if you have the right tools to support it. Join this session to learn how Verint can help you achieve One Workforce. | Improving Workforce Engagement |
| Xcel Energy Embraces the Move to the Cloud | How do you effectively make the move to the cloud? How do you ensure you're building a platform for the future? Join this session to hear how Xcel Energy, a leading electric and natural gas utility, is moving to the cloud and embracing the change. The cloud is helping to break the mold of treating everything like a power pole and always having to do things bigger, better, and faster. As a result, the company can transition to new technologies or future trends quicker, breakdown organizational silos more effectively, make upgrades less challenging, and more. | Improving Workforce Engagement |
| Your Brand. Your Bots. Your People. Managing Digital Channels in 2022 | The explosion in digital channels, more onerous compliance regulations, and increasing choice for customers, mean traditional Quality Management programs no longer meet the needs of today's businesses. You need a complete, connected Total Quality Management program, across all human and digital interaction channels and all stages of the customer experience. Learn how to guarantee exceptional customer experience with great employee performance AND behavioral compliance. Hear why it's important to include customer feedback in your quality scorecard. And find out how you can take a proactive approach using AI to power, real-time coaching and in-the-moment assistance for your agents. | Improving Workforce Engagement |
| Your contact center is multichannel. What about your analytics? | Virtually every organization now uses multiple communication channels for customer service. If you don't have a single view of interactions across both voice and text channels, you may have a blind spot when it comes to the holistic customer sentiment regarding your brand. In this session, you'll see the latest Verint Interaction Analytics solution and learn how unified voice and text insights can drive immediate impact to your customer engagement strategy. | Improving Workforce Engagement |