

Session Track	Session Name	Description
Delivering Value with AI & Analytics		
<i>Delivering Value with AI & Analytics</i>	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!
<i>Delivering Value with AI & Analytics</i>	DenizBank's Total Quality Journey: From Verint Speech Analytics to Automated Quality Management, 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.
<i>Delivering Value with AI & Analytics</i>	Florida Power and Light Merges Verint Speech Analytics and Desktop and Process Analytics with CRM Data for More Meaningful CX Insights	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.
<i>Delivering Value with AI & Analytics</i>	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 and Speech Analytics. This mission-critical transformation helped its operations reduce exposure to risk and provided invaluable insights to the executive leadership, particularly as its workforce transitioned to work from home. In addition, learn how LexisNexis Risk Solutions 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.
<i>Delivering Value with AI & Analytics</i>	DHL Innovates Customer Service with Verint Real-Time Agent Assist	DHL, the world's leading provider of international express shipping services, shares its thought leadership around and how it has innovated its customer service operations with a combination of Verint Real-Time Agent Assist, Speech Analytics, and Knowledge Management. The DHL team will cover the role that Verint plays in its overall corporate agenda and strategy, how Verint's customer engagement technology helps it win against the competition, business value it has achieved, and the impact of COVID-19. It's sure to be a session you won't want to miss!
<i>Delivering Value with AI & Analytics</i>	Discovering and Removing Friction to Build Great Customer Experiences	Based on interviews and research into 12 global companies that are well known for delivering great customer experiences, Bill Price and his co-author David Jaffe produced a guidebook to discover and remove friction. Citing examples from organizations ranging from Amazon (where Bill served as its 1st WW VP of Customer Service), Blizzard Entertainment, CableOne, Nike, Uber, Vodafone, and Xero, Bill will introduce the steps needed to make it easier for customers to work with your company. He will cover processes such as "melting snowballs," "flipping turtles," and "building skylines" as well as key solutions like chatbots, text and speech analytics, and real-time agent assist.

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<i>Delivering Value with AI & Analytics</i>	Verint's New Engagement Capacity Gap Research: How Organizations are Responding to Workforce Dynamics	"Disruption as Usual" continues and constant, rapid change is the status quo. In Verint's new Engagement Capacity Gap study, 76% of our respondents believe customer engagement and experience challenges will increase in 2022. Employee engagement, hybrid and remote working, employee wellness, and retaining talented workers are still at the forefront of top concerns related to The Great Resignation. Learn more about how technology can help you bridge the gap as new challenges continue to emerge.
Driving Digital-First Engagement		
<i>Driving Digital-First Engagement</i>	Finding the Perfect Fit: Highmark Health's Journey to Enterprise-Level KM	Designing, implementing, and optimizing an enterprise-wide knowledge management (KM) solution involves delivering broad, scalable strategies and supporting tasks that account for the needs of diverse groups and functions. Creative solutions to product, technology, and organizational capabilities are often needed, while also factoring in limitations for privacy and security. Making KM available enterprise-wide requires both standardized approaches and allowances for differences in users, content, security, third-party integrations, and goals. Join this session to learn how Highmark Health, one of the nation's leading blended health organizations, brought Verint KM to life across the enterprise, empowering its users and customers alike in their efforts to create remarkable health experiences. Topics include practical strategies for cross-functional alignment, evolving standards and practices to scale knowledge, and considerations for integration and usability. Both obstacles and successes will be shared as Highmark Health unveils its ongoing journey to enterprise KM excellence.
<i>Driving Digital-First Engagement</i>	Building Your Digital-First Channel Investment Strategy with the Forrester Moments Map	In a recent Verint survey, 94% of customer experience professionals believe their customers have higher expectations for digital engagement than they did a year ago. This means customers expect to be able to communicate with brands on their channel of choice, at a time that is convenient for them. Yet, there is often dissonance between the customer's channel of choice and where businesses focus their investment in customer experience. In this talk, learn from Julie Ask, Principal Forrester analyst and author of the Forrester Moments Map, how to make strategic decisions about what channels to invest in and how to find balance between addressing consumer demand and operational efficiency.
<i>Driving Digital-First Engagement</i>	At Region of Waterloo, Creativity Abounds with Verint Case Management Professional	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!
<i>Driving Digital-First Engagement</i>	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.
<i>Driving Digital-First Engagement</i>	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.

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<i>Driving Digital-First Engagement</i>	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.
<i>Driving Digital-First Engagement</i>	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 in real-time, helps your workforce become more efficient, and underpins your automation strategy with easy-to-use knowledge.
<i>Driving Digital-First Engagement</i>	Deliver Conversational CX on Private Messaging and Social Media 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 digital channels, how to engage a thriving community and power interactions at scale.
<i>Driving Digital-First Engagement</i>	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.
<i>Driving Digital-First Engagement</i>	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.
<i>Driving Digital-First Engagement</i>	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, VP GTM Strategy, Verint Digital-First Engagement, will discuss why knowledge is foundational in delivering experiences customers now expect and helps power the Verint Cloud Platform.
<i>Driving Digital-First Engagement</i>	Private Messaging Channel Deep Dive	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.
<i>Driving Digital-First Engagement</i>	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.

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<i>Driving Digital-First Engagement</i>	Where We're at and Where We've Been with Conversational AI	In cataloging market trends over the past five years, Opus Research analysis has shown distinct changes in how businesses deploy intelligent virtual assistants that utilize natural language processing and machine learning. In this session, learn how the most successful implementations are shifting from concerns about the technology (e.g., accuracy) into specific business outcomes (improved customer satisfaction, task completion). Conversational AI has historically not lived up to its hype, but every year it has improved incrementally in ways that have impact on each company's bottom line.
<i>Driving Digital-First Engagement</i>	Gaining a Strategic Advantage Through Knowledge as a Service at United HealthCare	United HealthCare (UHG) is one of the largest healthcare insurance providers in the U.S. and a long-time (10+ years) Verint Knowledge Management customer. In this session, UHG shares what it has learned and how it is partnering with Verint and SPAR Solutions to evolve its "Knowledge as a Service" strategy to more effectively service its more than 50,000 support staff. In tandem, SPAR shares best practices and new integration tools to bring knowledge to the moment users need it.
<i>Driving Digital-First Engagement</i>	Engagement Innovation: Why Knowledge Management Is The Foundation For Success	<p>In this session Robin Gareiss, Metrigy CEO and principal analyst, will discuss how knowledge management has become a foundational enabler of digital transformation, as well as customer and employee engagement innovation.</p> <p>As support touchpoints proliferate, the role of knowledge is expanding from a standalone repository to a dynamic component of employee- and customer-facing tools. Robin will share recently completed research and analysis of how knowledge management coupled with self-service is driving business metrics, including revenue, operational costs, customer ratings, and employee productivity. Also during the session, Robin will address the following:</p> <ul style="list-style-type: none"> • Top priorities and strategies that organizations can use to expand their knowledge-driven service and self-service capabilities. • How knowledge empowers many roles within the organization and outside the organization with customer interactions. • AI-driven opportunities that can expand how pervasive information functions as an enterprise-wide service. <p>Join us for this interactive session and Q&A</p>
<i>Driving Digital-First Engagement</i>	Faster. Safer. More Cost Effective: Welcome to The New World of Call Authentication	Customers want to know that their interactions with your contact centers are secure, but they don't want to endure a lengthy authentication process before they can make a change to their account or inquire about service. And that monotonous process isn't fun for your contact center agents, either. What's more, the time spent authenticating is costing you money. In this talk, Verint experts discuss how Call Verification, offered in Verint Call Risk Scoring Service, can reduce average handle time and customer friction, while also delivering a better, yet still safe, customer experience that's also better for agents. Additionally, you'll learn about the fraud detection and protection capabilities of the Call Risk Scoring Service and how it leverages the unique and sophisticated abilities of Verint Interactive Voice Response (IVR).
<i>Driving Digital-First Engagement</i>	The Transforming Digital Customer Experience Landscape of 2022 and Beyond	Gone are the days when brands could just rely on a customer's loyalty. The customer of 2022 now demands personalized and convenient experiences, delivered on the channels of their choice. In this highly competitive landscape, brands need to put customer experience at the center of their strategic decision-making to not only win new customers, but also retain the ones they have. In this session, guest expert and Forrester analyst Kate Leggett will address three strategic initiatives to improve customer experience, industry trends she is seeing, and how to excel at digital-first customer engagement. Kate will then be joined by Verint's VP of Go-to-Market for Digital-First Engagement Heather Richards for a fireside chat, where they will discuss what the future holds for customer experience as well as answering your burning industry questions.

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<i>Driving Digital-First Engagement</i>	From Search to Service: A Deep Dive into The Conversational Customer Experience With Google	As consumers, nearly all our experiences with the brands we do business with start with a Google search. So, when brands think about how to best engage with customers via their channel of choice, few options are better than Google's Business Messages. Join us as we talk with Google about how Freshly initiates conversations from search and Google maps, bringing both bots and live agents together to deliver an exemplary conversational customer experience on Business Messages.
<i>Driving Digital-First Engagement with Communities</i>	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.
<i>Driving Digital-First Engagement with Communities</i>	Industry Best Practices for Growing an Engaging Community	Are you looking for tips to help you increase engagement in your community? Learn from some of our most engaging community owners as they discuss their best practices and techniques that helped them create effective communities. This panel of elite client owners will discuss what approaches have worked, adjustments they have made, and how they measure results. Bring your engagement challenges and ask our panel of experts.
<i>Driving Digital-First Engagement with Communities</i>	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 Looker dashboard and share examples of how they've effectively presented success to company leaders.
<i>Driving Digital-First Engagement with Communities</i>	What's Next for the Future of Verint Community	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.
<i>Driving Digital-First Engagement with Communities</i>	Client Theme and UX: Show and Tell Panel	See how some of our most creative clients have built engaging user experiences leveraging out-of-the-box and customization techniques on the Verint community platform. During this show and tell, each client will walk you through their UI/UX, discuss how they arrived at their design, highlight the Verint options they leveraged, and share end user feedback on their community.
<i>Driving Digital-First Engagement with Communities</i>	Community Client Round Table Speed Topics	One of the best parts of any community conference is collaborating with your peers. We will host a set of roundtable discussions with a designated topic leader. You can hang out at your favorite topic table or participate in multiple topics during this session. Think speed dating for community topics. Topics such as: Engagement, reporting, user experience (survey/member feedback), Content Mgmt, Global Community Challenges and Technical Talk.
<i>Driving Digital-First Engagement with Communities</i>	Community Integrations with the Pros	Join Verint Professional Services, 4 Roads, and Social Edge Tech pros as a panel to discuss the most popular integrations they have built as well as answer your questions on the art of the possible.
<i>Driving Digital-First Engagement with Communities</i>	Verint is Listening: Voice of the Customer	Join this working session follow-up to the session "What's Next for the Future of Verint Communities" for clients to weigh in on features and directions important to them. The Verint product team has lots of great data to share sourced from Verint Community Ideation, Verint Customer Success Managers, and recent Verint sales cycles. In this session, as clients, you can make your views and opinions known on those items as well as other ideas not discussed. Verint will also be sure you know how to contribute and vote your ideas all year long for continuous improvements to the platform.

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Elevating Experience Management		
<i>Elevating Experience Management</i>	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.
<i>Elevating Experience Management</i>	Costco Takes Member Feedback to the Next Level with Quality	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.
<i>Elevating Experience Management</i>	CX Evolution: How Virginia Lottery Wins with Digital CX	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!
<i>Elevating Experience Management</i>	CX Evolution: How Fanatics Is Using CX Insights to Drive Strategy Across the Organization	Fanatics, a 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' 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.
<i>Elevating Experience Management</i>	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.</p> <p>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
<i>Elevating Experience Management</i>	Experience Management in the Digital World	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 "Fireside Chat," with XM leaders from different industries, we'll take a close look at what they have been doing to gain a clear understanding of their customers' experiences on their digital channels and what you can be doing as well.

Session Track	Session Name	Description
<i>Elevating Experience Management</i>	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.</p> <p>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.
<i>Elevating Experience Management</i>	FedRAMP: Improved Cyber Security for the Cloud	<p>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.</p>
<i>Elevating Experience Management</i>	Is Your CX Program Mature? How to Implement a CX Framework that Drives ROI, Executive Buy-in, and Smarter Business Decisions	<p>Organizations invest heavily in tracking and improving CX metrics such as customer satisfaction (CSAT) or NPS®, but few say that their CX maturity measurement is "high" or "very high," and many don't even know the ROI of their program! 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. 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
<i>Elevating Experience Management</i>	They're Back! Experience Management and the Return to In-Person Interactions	<p>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 Verint Experience Management can deliver the key insights you need.</p>
<i>Elevating Experience Management</i>	What's on the Horizon? Verint's XM RoadMap for 2022 and Beyond	<p>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.</p>

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<i>Elevating Experience Management</i>	Putting Lessons Learned Into Action: Shoe Carnival Expands XM to a New Brand	Shoe Carnival, a leading retailer of family footwear, shares how it is going about bringing a newly acquired brand into its XM program and systems. Hear how it is approaching incorporating its first ever acquisition while having the benefit of lessons learned from its original implementation. From what's the same to what's different, get ideas and insights on how you can more effectively roll new brands into and expand your own XM program.
<i>Elevating Experience Management</i>	Taking Off With CSAT: How Delta Air Lines Integrates Adobe and Verint	In this session, the Delta team will share how they have blurred the line between web analytics and voice of the customer data to measure initiatives and take digital performance to new heights. The presentation will discuss real-world examples of how to use the Adobe-Verint integration to evaluate objectives and achieve higher levels of success. Additionally, the team will share details on data strategy, best practices for analyzing and sharing this type of integrated data, and how to avoid turbulence along the way.
<i>Elevating Experience Management</i>	Propagating a Customer-Centric Company Culture	FTD has been leading the floral-gifting space since 1910, helping consumers celebrate and mourn key life moments: from birth to funeral, and every Valentine's Day in-between. With a new leadership team in place, FTD has recommitted itself to delivering a best-in-class CX that begins internally. Join this session to learn about FTD's employee engagement strategy that's designed to build a culture of customer-centricity: from leadership and employee buy-in to ongoing and everyday engagement, some of which is powered by Verint Experience Management solutions.
<i>Elevating Experience Management</i>	Unlock Dark Data from your Contact Center for a new Level of CX Insight	<p>70% of CX measurement programs don't go beyond surveys to measure CX, according to Forrester. Meanwhile, in the contact center, 100% of customer conversations are recorded, but only 1% are reviewed. This untouched "dark data" is a treasure trove of direct customer insights that can close a significant gap in insights-driven business capabilities. Join Verint and guest expert, Forrester Principal Analyst Max Ball as they discuss best practices for today's modern CX programs and practical ways to leverage multiple voice of the customer data sources.</p> <p>Max will examine how the wealth of "dark data" hidden in the contact center in unstructured call recordings can be used to enhance CX programs and to provide insight into the full customer experience. Attendees will also learn:</p> <ul style="list-style-type: none"> How to shift from reliance on survey data to leveraging unstructured voice, text and behavioral data sources. The potential and limitations of unstructured "dark data" from the contact center. How to partner with the contact center manager to access the "dark data" that is stored and ignored in the contact center today. The work required to translate customer identified symptoms to underlying issues that impact CX.
Extending Verint Platform		
<i>Extending Verint Platform</i>	Power-up with EDM	Verint Automated Quality Management (AQM), Interaction Analytics, and other applications already provide you with great information about your customer engagement, customer experience, and employee performance. But what if you could drive even more value and deeper analysis? Join this session to hear how Verint AQM and Interaction Analytics can be turbocharged by using Verint Engagement Data Management—and how the Verint Engagement Data Hub can elevate the insights and results you can drive from the review of your quality and feedback data.
<i>Extending Verint Platform</i>	What is Verint 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 Verint Engagement Data Hub can help.

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<i>Extending Verint Platform</i>	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.
<i>Extending Verint Platform</i>	Extend the Value of Your Verint Solutions with the Verint Open Platform	The Verint Developer Portal and Verint Marketplace, found on Verint Connect, are the entry-points to the Verint Open Platform. These interfaces give you access to public APIs that you can use to extend the value of your Verint product deployments. In this session we will show you how Verint and our partners have created easily consumable extensions for your products using APIs. Explore the options available to you with Verint's Open Platform.
<i>Extending Verint Platform</i>	Sustaining the Value and Effectiveness of Your Verint Solutions	One of the biggest challenges with any software implementation is ensuring adoption and sustained value from the solutions. Join this to learn a few post-implementation best practices and how Verint can help with our Learning as a Service and consulting services.
<i>Extending Verint Platform</i>	Verint Connect 4 Success	Learn how you can use Verint Connect to interact with other Verint users and experts, access learning content, and manage your support tickets. Membership has its privileges.
Harnessing the Power of Your Data		
<i>Harnessing the Power of Your Data</i>	Introducing the Verint 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.
<i>Harnessing the Power of Your Data</i>	Supercharge Your Customer Engagement Solutions with Verint Da Vinci AI	Verint Da Vinci AI and Analytics combines next-gen AI with unparalleled, quality customer engagement data on your business, customers and employees to drive the AI-powered results your business needs. Embedded in the Verint Cloud Platform, Verint Da Vinci can supercharge any solution in your customer engagement portfolio. It is also available as services accessible through the Developer Portal as a set of APIs. Attend this session to learn about its full capabilities, the available APIs, and real-life examples of the impact of Verint Da Vinci.
<i>Harnessing the Power of Your Data</i>	Women in Technology Panel	This panel will feature WFM whisperer Juanita Coley and leading communications industry analyst Sheila McGee-Smith along with women executives from Verint customers. Join us to hear from these amazing women. And, bring your questions! This will be interactive.
Improving Workforce Engagement		
<i>Improving Workforce Engagement</i>	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.

Session Track	Session Name	Description
<i>Improving Workforce Engagement</i>	Patterson Dental Uses Verint Automated Quality Management 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!
<i>Improving Workforce Engagement</i>	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.
<i>Improving Workforce Engagement</i>	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.
<i>Improving Workforce Engagement</i>	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 Workforce Management 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 Desktop and Processes Analytics, 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!
<i>Improving Workforce Engagement</i>	Level Up your Hiring Tactics with Intelligent Automation	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.
<i>Improving Workforce Engagement</i>	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.
<i>Improving Workforce Engagement</i>	Making Customer Feedback Part of Your Quality Program	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.

Session Track	Session Name	Description
<i>Improving Workforce Engagement</i>	Introduction to Verint 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 to 3% of interactions, leaving millions of dollars of regulatory penalties and business at-risk! All this is fixable. See how Verint AQM leaves no human or bot interaction unscreened, alerts you to areas of concern, and drives employee engagement with unbiased quality assessments and automatically assigned coaching.
<i>Improving Workforce Engagement</i>	Playbook for Expanding Workforce Management into the Back-Office	The playing field to deploy workforce management (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 back-office and thrive with it.
<i>Improving Workforce Engagement</i>	Real-Time Coaching: The Secret to Boosting Quality and 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.
<i>Improving Workforce Engagement</i>	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.
<i>Improving Workforce Engagement</i>	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 Interaction Analytics gives you the unified dashboards, proactive notifications, and actionable insights to measure and improve your customer service across channels.
<i>Improving Workforce Engagement</i>	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.
<i>Improving Workforce Engagement</i>	Your Brand. Your Bots. Your People. Are You Measuring Total Quality?	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. In this panel discussion, leading customer experience and contact center authority Sheila McGee-Smith and Verint’s David Singer, VP, GTM, will look at how a comprehensive and proactive approach to quality and compliance can help guarantee exceptional customer experience with great employee performance. They’ll explore why it’s important to include customer feedback in your quality scorecard and look at how you can take a proactive approach by using AI to power real-time coaching and in-the-moment assistance for your agents.

Session Track	Session Name	Description
<i>Improving Workforce Engagement</i>	AssisTT Powers Digital Transformation of Healthcare Services with Verint 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.
<i>Improving Workforce Engagement</i>	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.
<i>Improving Workforce Engagement</i>	The Next Five Years: Where to Invest and How to Plan for an Uncertain Future	Five years is not a long time: it's barely more than a single buying cycle for most major technologies. But in the last five years we've seen a top-to-bottom rethinking of how contact centers operate, and there's no doubt more change is coming. How should you plan your technology investments to accommodate AI, automation, mountains of new data, and swarms of digital interaction channels? How do you account for a new type of workforce along with ever-more demanding consumers? In this session Ventana Research's Keith Dawson will step through the likely scenarios coming in the near future, in both technology and operations, and provide guidance for building the best possible customer experiences across the board.
<i>Improving Workforce Engagement</i>	Articulating ROI Value of WFM to Non-Contact Center Users	You have been asked to expand beyond the contact center, yet you face a challenge many of your peers do. Business stakeholders in the back office need help to understand the financial value of signing up for WFM before they are willing to invest in WFM, preventing you from achieving your goal. In this session, learn how to articulate the value of WFM and what points to steer clear from to persuade stakeholders to embrace and sign-up for workforce management in the back office.