

# VERINT® engage 22

THE CUSTOMER  
ENGAGEMENT CONFERENCE

## Monday, June 13

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◎ Track listing key is located inside.

6:30 p.m. – 8:30 p.m.

Welcome Reception and Solutions Lounge Theatre Presentations

Solutions Lounge - Regency Ballroom

## Tuesday, June 14

6:30 a.m. – 7:30 a.m.

Wellness Hour

Fitness Center (Spin) & Upper Pool Deck (Yoga)

7:30 a.m. – 8:30 a.m.

Breakfast

Solutions Lounge

8:30 a.m. – 10:30 a.m.

General Session – Doors open at 8:00 a.m.

Windermere Ballroom

10:30 a.m. – 11:00 a.m.

Break

Solutions Lounge

### Breakout Block 1: 11:00 a.m. – 11:50 a.m.

Benefits and Insights from Verint IVA and Application Triggers with GDIT <span style="color: #0070C0;">◆</span> <span style="color: #008000;">■</span>	Orlando N
One Workforce: Close the Engagement Capacity Gap in a Digital-First World <span style="color: #008000;">■</span> <span style="color: #FF0000;">◎</span>	Plaza Ballroom I
From Search to Service: Conversational Customer Experience with Google <span style="color: #008000;">■</span>	Plaza Ballroom H
What's Next for the Future of Verint Community <span style="color: #0000FF;">◆</span> <span style="color: #008000;">■</span>	Plaza Ballroom J
Costco Takes Member Feedback to the Next Level with Quality <span style="color: #FF0000;">▲</span>	Plaza Ballroom F
FedRAMP: Improved Cyber Security for the Cloud <span style="color: #FF0000;">▲</span>	Plaza Ballroom G
Now Is the Time To Move to the Cloud. Here's How. <span style="color: #008000;">★</span> <span style="color: #FF0000;">▲</span> <span style="color: #FF00FF;">⚡</span> <span style="color: #FF0000;">◎</span> <span style="color: #0000FF;">◆</span> <span style="color: #008000;">■</span> <span style="color: #0070C0;">◆</span>	Plaza Ballroom K
Introducing the Verint Engagement Data Hub <span style="color: #FF00FF;">⚡</span>	Plaza Ballroom D
The Future of Workforce Management <span style="color: #FF0000;">◎</span>	Florida Ballroom A
Instacart Delivers Distributed Campaigns Best Practices <span style="color: #FF0000;">◎</span>	Florida Ballroom B
Real-Time Coaching: The Secret to Boosting Quality and Agent Performance <span style="color: #FF0000;">◎</span>	Florida Ballroom C

12:00 p.m. – 1:30 p.m.

Lunch

Solutions Lounge

### Block 2: 1:30 p.m. – 2:20 p.m.

AssisTT Powers Digital Transformation with Verint Speech Analytics <span style="color: #0070C0;">◆</span>	Orlando N
Gaining a Strategic Advantage with KM-as-a-Service at UnitedHealthCare <span style="color: #008000;">■</span>	Plaza Ballroom I
The Transforming Digital Customer Experience Landscape of 2022 and Beyond <span style="color: #008000;">■</span>	Plaza Ballroom H
Industry Best Practices for Growing an Engaging Community <span style="color: #0000FF;">◆</span> <span style="color: #008000;">■</span>	Plaza Ballroom J
Experience Management: Moving Beyond Surveys for a Holistic CX Strategy <span style="color: #FF0000;">▲</span>	Plaza Ballroom F
Putting Lessons Into Action: Shoe Carnival Expands XM to a New Brand <span style="color: #FF0000;">▲</span>	Plaza Ballroom G
Xcel Energy Embraces the Move to the Cloud <span style="color: #008000;">★</span> <span style="color: #FF0000;">◎</span>	Plaza Ballroom K
Avaya Presentation: How Empathy Can Drive Competitive Advantage for Your Organization <span style="color: #008000;">★</span>	Plaza Ballroom D
Your Brand. Your Bots. Your People. Are You Measuring Total Quality? <span style="color: #FF0000;">◎</span>	Florida Ballroom A
Avoiding Cookie-Cutter WFM: Lessons from Navy Federal Credit Union <span style="color: #FF0000;">◎</span>	Florida Ballroom B
How Increasing Employee Engagement Can Drive Performance—and Profits! <span style="color: #FF0000;">◎</span>	Florida Ballroom C

## Track Listings:



Delivering Value with AI and Analytics



Driving Digital-First Engagement



Driving Digital-First Engagement with Communities



Elevating Experience Management



Extending the Value of the Verint Platform



Harnessing the Power of Your Data



Improving Workforce Engagement

### Block 3: 2:30 p.m. – 3:20 p.m.

Florida Power & Light Merges Verint Speech Analytics & DPA with CRM Data		Orlando N
Leveraging Built-in Best Practices in Knowledge Management Tools		Plaza Ballroom I
Deliver Conversational CX Across Your Digital-First Engagement Channels		Plaza Ballroom H
How Lenovo Validates Community Success		Plaza Ballroom J
Taking Off With CSAT: How Delta Air Lines Integrates Adobe and Verint		Plaza Ballroom F
Verint Connect 4 Success		Plaza Ballroom K
Women in Technology Panel		Plaza Ballroom D
Patterson Dental Uses Verint AQM to Measure Quality, Not Just Compliance		Florida Ballroom A
Group Elite Presentation: 5 Ways to Adapt to the Gig Economy		Florida Ballroom B
Combating the Great Resignation: Employees Have a Lot To Say		Florida Ballroom C

3:20 p.m. – 4:00 p.m.

Break

Solutions Lounge

### Block 4: 4:00 p.m. – 4:50 p.m.

Speech Analytics in 2022 and Beyond		Orlando N
Finding the Perfect Fit: Highmark Health's Journey to Enterprise-Level KM		Plaza Ballroom I
How Knowledge Management takes the Lead in Intelligent Automation		Plaza Ballroom H
Client Theme and UX: Show and Tell Panel		Plaza Ballroom J
They're Back! Experience Management & the Return to In-Person Interactions		Plaza Ballroom F
Is Your CX Program Mature? Implement a CX Framework that Drives ROI		Plaza Ballroom G
Verint's New Engagement Capacity Gap Research: Changing Workforce Dynamics		Plaza Ballroom K
The Survey (and You!) Said... Top Workforce Management and Quality Trends		Plaza Ballroom D
Five Challenges Automated Quality Management (AQM) Can Solve		Florida Ballroom A
LexisNexis Risk Solutions Powers Total Quality with AI Automation & Interaction Insights		Florida Ballroom B
Unlock the One Workforce Advantage: Break Down Silos Across the Enterprise		Florida Ballroom C

6:30 p.m. – 9:00 p.m.

Fire and Ice Reception (Includes Dinner)

Upper and Lower Pool Decks

## Wednesday, June 15

6:30 a.m. – 7:30 a.m.	Wellness Hour	Fitness Center (Spin) & Manatee Spring (Boot Camp)
7:30 a.m. – 8:30 a.m.	Breakfast	Solutions Lounge
9:00 a.m. – 10:30 a.m.	General Session – Doors open at 8:30 a.m.	Windermere Ballroom
10:30 a.m. – 11:00 a.m.	Break	Solutions Lounge

Block 5: 11:00 a.m. – 11:50 a.m.

Discovering and Removing Friction to Build Great Customer Experiences  	Orlando N
Engagement Innovation: Why Knowledge Management Is the Foundation for Success 	Plaza Ballroom I
Priceline Demystifies Digital First To Deliver Superior CX at a Lower Cost 	Plaza Ballroom H
A Deep Dive into a Verint Customer's Community  	Plaza Ballroom J
Boundless Citizen Engagement for the Public Sector 	Plaza Ballroom G
What's on the Horizon? Verint's Experience Management Roadmap for 2022 and Beyond 	Plaza Ballroom F
Sustaining the Value and Effectiveness of Your Verint Solutions 	Plaza Ballroom K
Supercharge Your Customer Engagement Solutions with Verint Da Vinci AI 	Plaza Ballroom D
Playbook for Expanding WFM into the Back Office 	Florida Ballroom A
DHL Innovates Customer Service with Verint Real-Time Agent Assist  	Florida Ballroom B
The Next 5 Years: Where to Invest and How to Plan for an Uncertain Future 	Florida Ballroom C

12:00 p.m. – 1:30 p.m.

Lunch

Solutions Lounge

Block 6: 1:30 p.m. – 2:20 p.m.

DenizBank's Total Quality Journey: Speech to AQM, RTAA & Voice Biometrics  	Orlando N
Where We're At and Where We've Been with Conversational AI 	Plaza Ballroom I
Humana Drives Quality and Efficiency with Automated, Just-in-Time Knowledge Delivery 	Plaza Ballroom H
Visualize Your Goals: How Newsela Built Reports to Analyze and Share Community Success  	Plaza Ballroom J
CX Evolution: How Virginia Lottery Wins with Digital CX 	Plaza Ballroom F
Unlock Dark Data from Your Contact Center for a New Level of CX Insight 	Plaza Ballroom G
Power-up with EDM  	Plaza Ballroom K
City of Rochester Elevates Efficiency & Improves Agent Experience with CM Pro 	Plaza Ballroom D
Custodia Presentation: Financial Compliance & Governance 	Florida Ballroom A
Thermo Fisher Scientific's Evolution in Enhancing Employee Development 	Florida Ballroom B
Level Up your Hiring Tactics with Intelligent Automation 	Florida Ballroom C

Block 7: 2:30 p.m. – 3:20 p.m.

How Conversational AI Powers Modern Web Self-Service with Next-Gen IVRs  	Orlando N
At Region of Waterloo, Creativity Abounds with Verint CM Professional 	Plaza Ballroom I
Private Messaging Channel Deep Dive 	Plaza Ballroom H
Community Client Round Table Speed Topics  	Plaza Ballroom J
Contact Center Innovations: How CX Programs are Improving Operations 	Plaza Ballroom F
ConvergeOne: Hybrid Workers as the Norm with Inevitable Cloud Migration 	Plaza Ballroom G
What Is Verint Engagement Data Management and What Can You Use It For? 	Plaza Ballroom K
Faster. Safer. More Cost Effective: The New World of Call Authentication  	Plaza Ballroom D
Stanley Black & Decker Outdoor Powers Automation with Verint WFM Pro 	Florida Ballroom A
What Do We Wish We Knew Before We Started? 	Florida Ballroom B
How AWS and Verint Accelerate Your Cloud Adoption to Deliver Better Customer Engagement 	Florida Ballroom C

3:20 p.m. – 4:00 p.m.

Break

Solutions Lounge

Block 8: 4:00 p.m. – 4:50 p.m.

Unify Your Customer Insights with Next-Generation Interaction Analytics  	Orlando N
Learn the Fundamentals to Embedding Conversational AI Across Your Business 	Plaza Ballroom I
How to Unify, Operationalize, and Connect the Customer Journey 	Plaza Ballroom H
Community Integrations with the Pros  	Plaza Ballroom J
Experience Management in the Digital World 	Plaza Ballroom F
Extend the Value of Your Verint Solutions with the Verint Open Platform 	Plaza Ballroom K
Articulating ROI Value of WFM to Non-Contact Center Users 	Florida Ballroom A
Making Customer Feedback Part of Your Quality Program 	Florida Ballroom C

6:15 p.m. – 11:00 p.m. **Appreciation Event at Universal’s Islands of Adventure™**

Join the fun as we enjoy exclusive access to some of the most thrilling attractions in the world, plus arcade games, a DJ dance party, and more! Meet at 6:15 p.m. at the Convention Entrance, Lobby Level to board buses to the event. Buses will return to the hotel from the Universal Studio bus pick-up area starting at 9:00 p.m. Last bus leaves Universal at 11:30 p.m. Bring your conference lanyard - it’s required for admission.

Thursday, June 16

7:30 a.m. – 8:30 a.m.	Breakfast	Regency Ballroom
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Breakout Block 9: 8:30 a.m. – 9:20 a.m.

Desktop and Process Analytics – Bringing It All Together  	Orlando N
Citizen Digital-First Engagement Around the World 	Plaza Ballroom I
Engagement Channels – Bringing It All Together 	Plaza Ballroom H
Verint is Listening: Voice of the Community Customer 	Plaza Ballroom J
Moving Your Organization Up the CX Maturity Curve 	Plaza Ballroom F
Knowledge Management – Bringing It All Together 	Plaza Ballroom G
Back Office – Bringing It All Together 	Florida Ballroom K
Speech, Text, and Interaction Analytics – Bringing It All Together  	Florida Ballroom A
Quality Management – Bringing It All Together 	Florida Ballroom B
Workforce Management (WFM) + Mobile – Bringing It All Together 	Florida Ballroom C

Breakout Block 10: 9:30 a.m. – 10:20 a.m.

Establishing a Business Case for Verint Solutions       	Orlando N
Mapping Your Customer Experience 	Plaza Ballroom F
Data-driven Decision Making in Action 	Plaza Ballroom G
Next Steps in Moving to the Cloud 	Plaza Ballroom K
Women in Technology       	Plaza Ballroom D
Speech, Text, and Interaction Analytics User Group  	Florida Ballroom A
The Great Reset: Hiring and Retaining 	Florida Ballroom B
	Florida Ballroom C