

Monday, May 20

6:00 p.m. – 6:45 p.m.	General Session	Grand Caribbean 6/7
6:45 p.m. – 9:00 p.m.	Welcome Reception	Solutions Lounge (Pacifica Ballroom 6/7)

Tuesday, May 21

7:30 a.m. – 8:30 a.m.	Breakfast	Kingston Hall and Cayman Court (SF)
8:30 a.m. – 10:00 a.m.	General Session	Grand Caribbean Ballroom 6/7 (SF)
10:00 a.m. – 10:30 a.m.	Break	Solutions Lounge

Block 1: 10:30 a.m. – 11:30 a.m.

Forrester: Combine VoC and Operational Data to Make CX Everyone's Job and Generate Improved ROI	Oceana 8, 9 & 10
Using Speech Analytics to Improve New Product Offerings and Service Changes	Oceana 11
Generating Global Impact with Speech Analytics and the Transcription Data That Fuels It	Oceana 12
A Journey in Automation	Oceana 3, 4 & 5
A Blueprint for Digitization	Oceana 2
Implementing WFO in the Cloud: Before, After and What's Next	Oceana 1
Poor Back-Office Resource Utilization: DPA Reveals the Issues	Hibiscus 2
Capturing the Mobile Workforce: Are You Compliant?	Philippine Sea
Navigating Your Way to Efficient and Effective Self-Service	Java Sea 1 & 2
Top Five IVA Use Cases that Drive Real Business Value	Timor Sea 1 & 2
ROCKin' 15r2 with ROchester	South China Sea
Top Tips to Drive Employee Engagement and Performance	Coral Sea 1 & 2
Experience the Power of Video Investigator	Banda Sea 1
Building a Corporate Security Brand in Your Organization	Banda Sea 2

11:30 a.m. – 1:30 p.m.	Lunch	Solutions Lounge
------------------------	-------	------------------

Block 2: 1:30 p.m. – 2:30 p.m.

The Year Ahead: ForeSee CX Suite in 2019	Oceana 8, 9 & 10
Designing and Implementing an Effective CX Strategy	Oceana 11
DX + CX = HX: The Sum Is More Than the Parts	Oceana 12
Hybrid Workforce: Your Secret Weapon to Leap-Frogging the Competition	Oceana 3, 4 & 5
Hone Your Long-Term Staff Planning Skills with Tips from the Experts	Oceana 2
How to Avoid Cloud Drift: Building a Smarter Path to the Cloud	Oceana 1
Creativity and Determination Drive Back-Office Success	Hibiscus 2
The Next Wave of Data Privacy Regulations Are Coming: Is Your Contact Center Ready?	Philippine Sea
AI and Business Process Transparency: Must-Have Lessons On Implementing IVAs	Java Sea 1 & 2
What Should I Automate First? Creating a Blueprint for AI Success	Timor Sea 1 & 2
What's REALLY Happening!	South China Sea
Get the Most Value from Avaya Workforce Engagement	Coral Sea 1 & 2
Considerations and Realities of the Cloud for Surveillance	Banda Sea 1
Managing Risk Across Corporate Properties	Banda Sea 2

2:30 p.m. – 3:00 p.m.	Break	Solutions Lounge
-----------------------	-------	------------------



The detailed agenda can be viewed on the mobile app or online at engage.verint.com

Block 3: 3:00 p.m. – 4:00 p.m.

More than a Number: Using CX Insights to Solve Problems and Drive Action	Oceana 8, 9 & 10
Operationalizing VoC for Improved CX (and Better NPS Scores)	Oceana 11
How a Closed-Loop VoC Process Moves the Needle on Contact Center Metrics	Oceana 12
10 Ways to Save Money in Your Contact Center	Oceana 3, 4 & 5
Impactful Insights: Five Uses for DPA in Your Organization	Oceana 2
Test Your WFM Knowledge – Play WFM Jeopardy!	Oceana 1
Empowerment through Operational Visibility: One Insurer’s Journey	Hibiscus 2
Build a Culture of Compliance with Your Agents at the Center	Philippine Sea
Community-Powered CX Generates Healthy Increase in Digital Engagement and Self-Service	Java Sea 1 & 2
Analyzing VoC Is Not All Fun and Games	Timor Sea 1 & 2
Dashboards – Showing Off the VIZ!	South China Sea
Enhancing Employee Experience Using Customer Experience Methodologies	Coral Sea 1 & 2
Holistic Cyber Defense for IP Video Surveillance	Banda Sea 1 & 2

Networking Groups & Breakout Sessions: 4:15 p.m. – 5:15 p.m.

Voice of the Customer Networking Group	Oceana 8, 9 & 10
Why Now Is the Time to Move Your Contact Center to the Cloud	Oceana 12
Desktop and Process Analytics Robotic Process Automation Networking Group	Oceana 3, 4 & 5
Automated Quality Management Quality Management Performance Management Networking Group	Oceana 1
Self-Service Networking Group	Java Sea 1 & 2
Business Transformation: The Future of Fraud and Security	Banda Sea 1 & 2

5:30 p.m. – 6:30 p.m.

Networking Reception

Kingston Hall Pre-Function and Cayman Court (SF)

Wednesday, May 22

7:30 a.m. – 8:30 a.m.	Breakfast	Kingston Hall and Cayman Court
8:30 a.m. – 10:00 a.m.	General Session	Grand Caribbean Ballroom 6/7 (SF)
10:00 a.m. – 10:30 a.m.	Break	Solutions Lounge

Block 4: 10:30 a.m. – 11:30 a.m.

Putting “You” in the Middle: Transforming TUI into a Truly Customer-Centric Company	Oceana 8, 9 & 10
How to Leverage Digital VoC Insight to Deliver Improved Omnichannel Customer Experiences	Oceana 11
Customer Is at the Core of Digital Transformation	Oceana 12
Contact Center 2019 – Through the Generations and into the Future	Oceana 3, 4 & 5
Succeeding in the Cloud on a Global Scale	Oceana 2
The Quality Pro’s Guide to Beat the Mundane	Oceana 1
The Future of the Back Office	Hibiscus 2
Storage in a World of Regulatory Changes	Philippine Sea
The New Metrics that Matter for Intelligent Assistants	Java Sea 1 & 2

Track Listings:


Customer Experience


Workforce Engagement:
Contact Center


Workforce Engagement:
Back Office & Branch








Compliance


Self-Service


Public Sector


Small & Midsized Business (SMB)


Fraud & Security Solutions

Customer Sentiment Index and Customer Effort Impact Driven by Speech Analytics Categories  	Timor Sea 1 & 2
The Golden City Strives for Golden Service with the Verint Customer Portal 	South China Sea
Plan, Engage Analyze: Verint's Vision for Contact Center Workforce Engagement  	Coral Sea 1 & 2
Keeping Pace with the Growing Impact of Digitization and FinTech Developments 	Banda Sea 1 & 2

11:30 a.m. – 12:30 p.m. Lunch

Solutions Lounge









Block 5: 12:30 p.m. – 1:30 p.m.

The Future of Enterprise VoC: Verint Voice of the Customer Product Release 	Oceana 8, 9 & 10
Taking the Mystery Out of Customer Experience 	Oceana 11
Utilizing Customer Feedback to Transform an Organization from Within 	Oceana 12
Keeping Pace with the Changing Nature of Work 	Oceana 3, 4 & 5
Automating User Administration and Organization Management 	Oceana 2
Achieving Engagement Management Self-Sufficiency and Success  	Oceana 1
Ensuring Consistent QA – Even in Local Service Centers 	Hibiscus 2
DPA Super Users: Create and Track Triggers with Ease  	Philippine Sea
IVAs & Chatbots: Where's the AI? 	Java Sea 1 & 2
Transformation of the Customer Experience: Bridging the Artificial Reality 	Timor Sea 1 & 2
Don't Just Upgrade – TRANSFORM! Part 1 	South China Sea
Transforming CX with Speech Analytics and Desktop and Process Analytics  	Coral Sea 1 & 2
The Future is Bright: The Benefits of the Digital Transformation 	Banda Sea 1 & 2

1:30 p.m. – 1:45 p.m.

Transition to Block 6

Block 6: 1:45 p.m. – 2:45 p.m.

Innovation and the Digital Champion 	Oceana 8, 9 & 10
Harnessing Cross-Channel VoC to Improve Customer Retention 	Oceana 11
Driven by CX Insights: How MD Financial Converts Intelligence to Action 	Oceana 12
Optimize Schedule Adherence in Your Contact Center 	Oceana 3, 4 & 5
Empowering Your Business Support with Managed Services 	Oceana 2
Managing Work with a Swipe Using Verint WFO – There's an App for That!  	Oceana 1
Optimize the In-Person Customer Experience 	Hibiscus 2
Raise the Bar with Contact Center Automation  	Philippine Sea
IVR in the Age of AI 	Java Sea 1 & 2
A Tradition of Great CX: Tractor Supply Company Drives Success in the Digital Age 	Timor Sea 1 & 2
Don't Just Upgrade – TRANSFORM! Part 2 	South China Sea
Build a Bot Workshop 	Coral Sea 1 & 2
Catch Me If You Can: How Hackers Hack and How Law Enforcement Enforces 	Banda Sea 1 & 2

2:45 p.m. – 3:15 p.m.

Break

Solutions Lounge

Block 7: 3:15 p.m. – 4:15 p.m.

CX Means Business: A CX Program Built Around Organizational Objectives and KPIs 	Oceana 8, 9 & 10
Actionable Insights from Voice of Customer Analytics 	Oceana 11
“Representative! Representative!” Unleashing the Power of a Transcribed IVR 	Oceana 12
Increase CSAT and Reduce Costs: Using Speech Analytics to Make the Dream a Reality  	Oceana 3, 4 & 5
Creating a Support Ecosystem with KM, Web Self-Service, Community, and CRM  	Oceana 2
Why Quality Matters: Empowering Your Business to Add the Human Touch 	Oceana 1
Advanced Analytics and Robust Branch WFM Help Improve Service and Sales Productivity 	Hibiscus 2
Adding Scorecards to the Mix Pumps Up Back-Office Productivity 	Philippine Sea
The Human Future of Machine Intelligence 	Java Sea 1 & 2
Big Data Small Data – Before You Can Predict the Future, You Need to Understand the Past 	Timor Sea 1 & 2
The Googles and Gigs of What Gives in Today’s Scheduling Environments 	South China Sea
Making Your WFM, Training, and QA Teams Your Company’s Heroes  	Coral Sea 1 & 2
Branch Robbery: Preparing Your Teams for Resilience 	Banda Sea 1
Cybersecurity: Tech is Just One Tool 	Banda Sea 2

Networking Groups & Breakout Sessions 4:30 – 5:30 p.m.

Speech Analytics Text Analytics Networking Group  	Oceana 8, 9 & 10
Workforce Management Networking Group  	Oceana 3, 4 & 5
Engagement Management Knowledge Management Networking Group 	Oceana 2
Three Ways to Automate Recording Compliance  	Philippine Sea
IT Networking Group       	Java Sea 1 & 2
Engagement Management Professional Public Sector Networking Group 	South China Sea
Advanced Investigation Tools: Leveraging Verint Video Evidence Center 	Banda Sea 1
Active Shooter: Maintaining Business Continuity and Implementing Disaster Recovery 	Banda Sea 2

6:30 p.m. – 10:30 p.m.

Customer Appreciation Event at SeaWorld

SeaWorld

Meet at 6:30 p.m. in the Loews Royal Pacific lobby to board buses to the event. Buses will return to the Royal Pacific and Cabana Bay hotels from the SeaWorld Main Gate starting at 8:30 p.m. After 9:30 p.m., buses will depart from Kennel Gate within Bayside Stadium. Last bus back to hotel leaves at 10:45 p.m.
























Thursday, May 23

7:30 a.m. – 8:30 a.m.

Breakfast and Closing Remarks

Grand Caribbean 6/7 (SF)

Coffee Talk: 8:30 a.m. – 10:00 a.m.

Speech Analytics  	Grand Caribbean 12
Voice of the Customer 	Grand Caribbean 11
Back Office Workforce Engagement 	Grand Caribbean 9
Quality and Performance 	Grand Caribbean 10
Workforce Management 	Grand Caribbean 5
Engagement Management 	Grand Caribbean 8
Engagement Management Professional Public Sector 	St. Croix 1
Recording and Compliance 	Grand Caribbean 1
Self-Service  	Grand Caribbean 2
Automation     	Grand Caribbean 3
Cloud      	Grand Caribbean 4
Security, Surveillance & Fraud 	St. Croix 2