

VERINT engage 23

THE CUSTOMER
ENGAGEMENT CONFERENCE

Frequently Asked Questions

General Conference Questions

What is Engage?

[Verint® Engage](#) is the premier customer engagement conference. This interactive event is designed to help you get the full benefit of your Verint solutions, meet and network with industry colleagues, and discover how to create better business outcomes that drive Boundless Customer Engagement. Many of the presenters are actual users who share their expertise and real-world experiences to help attendees gain new perspectives, solve problems, swap tips and best practices, and more.

Is the event in-person or virtual?

Engage will be an in-person event in 2023.

Where will the event be held?

Engage will be held at the [Bellagio](#) in Las Vegas, Nevada. Fronted by an 8-acre lake with dramatic water fountains, this luxury casino resort on The Strip is two miles from Harry Reid International Airport (formerly McCarran International Airport).

Bellagio Las Vegas
3600 S. Las Vegas Blvd.
Las Vegas, NV 89109
US
+1-702-693-7111
+1-888-987-6667

What are the event dates?

The conference starts with the Welcome Reception on Monday evening, June 12, 2023 and concludes mid-day on Thursday, June 15.

What are the registration deadlines and fees?

See the schedule below for registration fees and deadlines.

Registration Type	Registration Fee	Registration Period
Early Bird	\$1,095	Dec. 16, 2022 – Mar. 31, 2023
Standard Registration	\$1,295	April 1 – Jun. 2, 2023
Late Registration	\$1,495	Jun. 2, 2023 and beyond

What is included in the conference fee?

Registration includes all conference events, materials, and conference meals (including the attendee appreciation event). Travel costs and lodging are not included; these costs are in addition to the conference registration fee. Registering for the conference does not provide you with hotel accommodations. Please contact the hotel to book your room. See “Hotel and Transportation” below for detailed contact information.



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Do you offer any special discounts?

Yes. Group discounts are available. Email us at engage@verint.com for details on these and other offers.

How do I register?

Click [here](#) to register for the event.

What is the payment policy?

Verint accepts several methods of payment for Engage: Visa, MasterCard, Discover, and American Express. We also accept purchase orders and will invoice against them. Payment or a purchase order number must accompany your registration. Registrations without payment or a purchase order number will not be processed.

What is the cancellation policy?

Cancellations received in writing via an email sent to engage@verint.com before 12:00 p.m. Eastern Time on Friday, January 20, 2023 will receive a full refund for registration fees paid. If you cancel after that date, you will only be entitled to a partial refund of your Verint Engage 2023 event registration fees based on the chart below:

Date Cancelled By	Refund Percentage
Oct. 1, 2022 – Jan. 20, 2023	100%
Jan. 21 – Mar. 17, 2023	75%
Mar. 18 – Apr. 28, 2023	50%
Apr. 29 – May 19, 2023	25%
May 20 and beyond	No refund

In the event that Verint cancels this event or converts it from an in-person event to a virtual forum, you will be issued a full refund of the Verint event registration fees paid by you to Verint.

Are attendee substitutions permitted?

If you registered for Engage but are unable to attend, you may substitute another employee from your company at no additional charge. Please send notification of your change via email to engage@verint.com no later than 12 p.m. Eastern Time on Friday, June 2, 2023. Be sure to include the new attendee's name and contact information. You will receive an email confirmation once the change has been received and processed.

Can I bring a guest?

The Engage conference is for registered attendees only. Guests are not permitted to attend sessions, meals, or evening events, with the exception of the customer appreciation event on Wednesday. There is a \$295 guest fee to cover the cost of food, beverage, and entertainment at this event. You can purchase a guest event pass when you register.



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What is the attire for the conference?

Conference attire is business casual. We recommend you bring a sweater, as meeting room temperatures vary. Attire at the customer appreciation event is casual.

Will I have to wear a mask, show proof of vaccination, or take any other COVID-related measures to attend the event?

It's too soon to know. The health and safety of all conference participants is our utmost concern, and we want everyone involved to enjoy a safe, hygienic, productive, and high-quality event experience. We will make a decision regarding masks and other required COVID-19 measures closer to the event date based on the latest guidance from the Centers for Disease Control (CDC) and any venue-specific requirements.

Verint expects that all attendees will comply with any policies and procedures made known to attendees in advance of the event, which may include completion of a pre-arrival screening survey to confirm that attendees are not then-currently experiencing COVID-19 symptoms or tested positive or knowingly been exposed to COVID-19 within a certain timeframe.

Hotel and Transportation

Does Verint have a room block at the hotel, and how do I reserve a room?

Yes, Verint has a room block. You can click the appropriate link below to reserve your room online or call directly using the number provided. The deadline to take advantage of the room block is May 25.

Nongovernment (NGO) Attendees

Online reservations – [Click here](#) to reserve your room.

Government Attendees

Online reservations – [Click here](#) to reserve your room.

Does the hotel have safety protocols in place to help limit COVID exposure?

Yes. The hotel has implemented hygiene and safety procedures to help keep guests safe. We are working with the hotel to align our conference sessions and activities with these protocols and the latest guidance from the Centers for Disease Control (CDC).

Which airport should I fly into?

Harry Reid International Airport (formerly McCarran International Airport) is the major airport closest to the hotels.

What are the driving directions from the airport to the hotel?

[Click here](#) for driving directions to the hotel.

Does the hotel offer shuttle service?

The Bellagio does not offer shuttle service to and from the airports. However, taxi, limousine, car rental, and ride share services are available at the airport. [Click here](#) for more information. The Bellagio also has a designated Uber pick up and drop off location. [Click here](#) to learn more. Verint does not provide transportation to and from the airport.



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Does the hotel offer free Wi-Fi?

Yes, complimentary Wi-Fi is provided.

Agenda

What types of sessions can I expect?

Engage provides a wide range of sessions and activities, from motivational and inspirational sessions to case studies, industry best practices, and tips and techniques, networking events, and more. The agenda also includes sessions highlighting solutions from Verint and our partners.

What are the scheduled events during the conference?

The agenda is still being developed. However, you can get an idea of the types of sessions available at Engage by [clicking here](#) to view actual 2022 sessions on demand.

Are you looking for conference speakers?

Yes! If you are interested in speaking at the conference, click here to fill out a short form highlighting your topic. Speakers receive a complimentary conference pass.

Conference Activities

What else is happening at Engage 2023?

There's more to Engage than just keynote and breakout sessions! As an attendee, you'll have opportunities to network with other users and industry experts, as well as participate in a variety of interactive activities designed to help you gain a deeper understanding of your Verint solutions and services. Plan on visiting any or all of the following exhibits to get even more out of your time at Engage 2023:

Ask the Experts

Do you have questions about how your organization could benefit from Verint's offerings—or how to get even more out of a Verint solution that you're already using? This is the place to meet one-on-one with a consultant from Verint Professional Services or a member of our Product Management or Support teams. Let them show you how Verint can help you take your customer engagement to new heights!

Solutions Lounge

This must-see venue includes Verint and sponsor exhibits, a theatre for live presentations, and the Customer Experience and Product Innovation zones. It provides a friendly, informal atmosphere for engaging with Verint and sponsor team members during breaks and lunch throughout most of the conference, as well as during the opening reception. (Note: By allowing your badge to be scanned by an exhibitor, you are providing your consent for Verint to provide that exhibitor with your name, title, company name, phone, and email, and the exhibitor may contact you.)

Miscellaneous

Whom should I contact if I have special dietary needs?

There is a section on the conference registration form for special requests. Please complete this section upon registering or email engage@verint.com.



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Are there opportunities available to sponsor the conference?

Yes. Numerous sponsorship opportunities are available to Verint business partners. Please check out the [sponsorship prospectus](#) and contact partnermarketing@verint.com for a list of sponsorship opportunities.

Questions?

Please contact us at engage@verint.com .



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