



Verint Virtual at a Glance

Verint's virtual conference is packed with content to help you get the most from your Verint® solutions as you navigate through and beyond the current crisis. Be sure to take advantage of all the great sessions and activities available.

The following activities are available all day starting at 9 a.m. ET on May 20:

Welcome & Overview

Start your Verint Virtual experience right here! Ryan Hollenbeck, Senior Vice President, Global Marketing provides an overview of what's ahead, so you can get the most from the next two days.

CEO Address

Discover perspectives from Verint Chairman and CEO Dan Bodner on how Verint is helping organizations manage extraordinary circumstances effectively.

Exhibit Hall

Click over to learn more about solutions from Verint and our event sponsors to help you adapt, respond, and thrive in today's business environment.

Customer Zone

Don't miss your opportunity to schedule a virtual meeting with a Verint product or service expert, participate in surveys and challenges, and join our Elevate customer advocacy program!

Latin America Day

We are pleased to offer a special program for attendees from Latin America. The program includes a live panel discussion with audience questions and answers on Wednesday, May 20 at 1 p.m. See the Latin America track schedule on page 8 for a listing of sessions.

VERINT

VIRTUAL CONFERENCE AGENDA | MAY 20 – 21, 2020

Educational Sessions

Educational sessions are organized into tracks and themes to help you target the sessions that best meet your needs. Feel free to select the sessions of your choice. Live sessions will be delivered on both days of the conference and include the opportunity for audience Q&A. Live sessions will be recorded and are available upon demand, and all sessions will be available for an extended period after the virtual event concludes on May 21.

Session Themes

-  Empowering the Workforce: The New Normal
-  Maximizing Productivity in a Crisis
-  Ensuring Compliance in the Pandemic
-  Elevating Response: Analytics & AI
-  Listening to Customers & Employees
-  Moving to the Cloud: Here & Now

Session Schedule

All times for live sessions are Eastern Daylight Time.

TRACK: CONTACT CENTER WORKFORCE ENGAGEMENT CLOUD

WEDNESDAY, MAY 20, 2020

10:00 a.m. –
11:00 a.m.



Fulfilling Customer Needs & Creating Greener Gardens with MTD Products

Samantha Thompson,
MTD Products



AI and KM – From Knowledge Management to Knowledge Automation

Heather Richards,
Verint

11:00 a.m. –
12:00 p.m.



New Speech Analytics Value-Added Services To Help You Prepare For Recovery

Daniel Ziv,
Verint








Engagement Management: Designed for Agility






Kelly Koelliker &
Jim Nies,
Verint

TRACK: CONTACT CENTER WORKFORCE ENGAGEMENT CLOUD (cont.)






WEDNESDAY, MAY 20, 2020 (cont.)

12:00 p.m. – 1:00 p.m.		Cloud at Your Own Pace? Learn How Verint Can Help You Modernize with Ease	JaNae Forshee, Verint
		The Future of Knowledge Management	Kate Leggett, Forrester
1:00 p.m. – 2:00 p.m.		WFM for WFH and Recovery: Staying Flexible with Workforce Management	Andressa Marlan, Verint
		Self-Serve, Simplify or Sell: Optimizing in Times of Uncertainty	Lisa Buck, Manulife
2:00 p.m. – 3:00 p.m.		Automated Quality: Building a Compliance Culture	Siobhan Miller, Verint

THURSDAY, MAY 21, 2020



10:00 a.m. – 11:00 a.m.		Verint Recording: Consolidating Data to Reduce Risk	Siobhan Miller, Verint
		How Knowledge Management Plays the Leading Role in a Digital Strategy	Stephen Green, Equiniti & Heather Richards, Verint
11:00 a.m. – 12:00 p.m.		From Optional Solutions to Imperatives: The Post-Pandemic Contact Center	Paul Stockford, Saddletree Research
12:00 p.m. – 1:00 p.m.		How to Tell the Technicolored Story of Your Speech Data	Kendra King, TRANSFORMCO / Sears
		If Your Destination is Trust and Success, Think Change Management	Heather Jones, Garmin

CONTACT CENTER WORKFORCE ENGAGEMENT CLOUD: ON DEMAND SESSIONS

	Everything You Wanted to Ask About Managing a Contact Center Through a Pandemic	Donna Fluss, DMG Consulting
	Verint Monet Workforce Engagement Cloud	Lisa Elbe & Marissa Nichols, Verint Monet
	DPA Is Not Just for Pause and Resume: Improve Productivity, Capacity and Insights with DPA	Ray Leblanc, Verint
	Focusing on Your Customers During Crisis	Jeff Bretana, Navy Federal Credit Union
	Thinking Outside the Cubicle: A Work from Home Success Story with U-Haul	Joel White, U-Haul International
	Mastercard's Path to Customer Engagement Success	Tom Hinds, Mastercard; Ryan Hollenbeck & Nancy Porte, Verint
	Enabling Customer Experience Excellence While Working from Home	Sudhir Agarwal, Everise


TRACK: EXPERIENCE CLOUD


WEDNESDAY, MAY 20, 2020

10:00 a.m. – 11:00 a.m.	 Carving Your Path to Success in a Chaotic Workplace	Megan Burns, Experience Enterprises & Nancy Porte, Verint
2:00 p.m. – 3:00 p.m.	 How One Beloved Retail Brand Is Adapting to COVID-19	Paige Reed, Vera Bradley Designs, Inc.


TRACK: EXPERIENCE CLOUD (cont.)


THURSDAY, MAY 21, 2020


11:00 a.m. – 12:00 p.m.  Optimize Your CX for the New Now (and the Recovery) Kevin Daly, Verint

12:00 p.m. – 1:00 p.m.  A Framework for CX Success in Turbulent Times Nancy Galligan, Cisco

EXPERIENCE CLOUD: ON DEMAND SESSIONS


 CX Transformation Takes a (Cross-Functional) Village Faith Adams, Forrester

 How Virginia Lottery Evolved its Digital Offerings Using CX and UX Daniel Catley, Virginia Lottery


 Enabling Customer Experience Excellence While Working from Home Sudhir Agarwal, Everise

TRACK: SELF-SERVICE CLOUD

WEDNESDAY, MAY 20, 2020

3:00 p.m. – 4:00 p.m.  Verint Self-Service Cloud – A Customer-First Approach to Solving the Enterprise Self-Service Puzzle Tracy Malingo, Verint

THURSDAY, MAY 21, 2020


10:00 a.m. – 11:00 a.m.  Turning First-Party Data into Conversational Intelligence for Assistants and Bots Dan Miller & Derek Top, Opus Research

SELF-SERVICE CLOUD: ON DEMAND SESSIONS


	Inside-Out: Using Conversational AI to Improve Agent and Customer Experiences	Ian Jacobs, Forrester
	Communities: Rapid Response with Rapid Results	Jon Allen, Verint
	Developing and Delivering Self-Service Strategies across the Enterprise	Rik Flor, AbbVie & Jen Snell, Verint
	Verint Self-Service Cloud for Agents: Leveraging Knowledge Automation and IVAs	Tracy Malingo & Heather Richards, Verint

TRACK: BACK-OFFICE WORKFORCE ENGAGEMENT CLOUD



WEDNESDAY, MAY 20, 2020

11:00 a.m. – 12:00 p.m.	 Operations Visualizer: Creating and Sustaining Back-Office Operational Excellence	Nicole Nevulis & Craig Seebach, Verint
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THURSDAY, MAY 21, 2020



11:00 a.m. – 12:00 p.m.	 From -11 NPS to +79 NPS: Getting It Done with Work Manager!	John Barker, Capita
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BACK-OFFICE WORKFORCE ENGAGEMENT CLOUD: ON DEMAND SESSIONS






	DPA Is Not Just for Pause and Resume: Improve Productivity, Capacity and Insights	Ray Leblanc, Verint
	Operations Visualizer Helps Humana Healthcare Services Respond to COVID-19 Challenges	Brandon Baird, Humana Healthcare Services & Mary Lou Joseph, Verint

TRACK: PARTNER SESSIONS

WEDNESDAY, MAY 20, 2020

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|-----------------------------------|--|---|
| <p>12:00 p.m. –
1:00 p.m.</p> |  Closing the Collaboration Compliance Gap | <p>Srividhya Chandrasekaran, Microsoft; Brandon Benson, UBS; Gerry Durning & Phil Fry, Verint</p> |
| <p>2:00 p.m. –
3:00 p.m.</p> |  Migrating to Cloud: How to Ensure You Can Respond at Scale, at Speed, Wherever Your Agents Are Located | <p>Joe Eisner, Amazon Web Services; JaNae Forshee & Nathan George, Verint</p> |

PARTNER ON DEMAND SESSIONS

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|---|---|---|
|  | <p>Preparing Your Business for a Crisis: Cisco and Verint Are Primed to Assist</p> | <p>Zack Taylor, Cisco & Nathan George, Verint</p> |
|  | <p>Creating Long-Term Customer Loyalty in the New Era of Customer Experience</p> | <p>Mike Butts, Avaya</p> |
|  | <p>Enabling a Successful @Home Workforce: Engaging Remote Employees</p> | <p>Michael Howell, Five9</p> |
|  | <p>Cloud: Why Now More Than Ever?</p> | <p>Chuck Branum, Kathy Sobus & Wynn Schulz, ConvergeOne</p> |
|  | <p>How to Transform “Digital-First” into “Digital-Only” for the Post-Pandemic Buyer</p> | <p>Stu Goldstein & Ryan Swanger, TTEC
Moderator:
Darryl Kelly, TTEC</p> |

TRACK: LATIN AMERICA SESSIONS

WEDNESDAY, MAY 20, 2020

1:00 p.m. –
2:00 p.m.



How to Get Better Results from Technology
in Turbulent Times

*Como obter melhores resultados da tecnologia
em tempos turbulentos*

*Cómo obtener mejores resultados tecnológicos
en tiempos turbulentos*

Rafael Forte Araújo
Cavalcanti,
Banco Bradesco;
Rodrigo Devail,
Edenred / Ticket;
Luis Miguel
Donayre,
Banco Credito del
Peru

LATIN AMERICA ON DEMAND SESSIONS



Welcome!

Bem-vindos!

Bienvenidos!

Diego Gomez, Verint



EVA – Virtual Assistance from Edenred/Ticket in Brazil

EVA – Assistente Virtual Ticket Brasil

EVA – Asistente Virtual Ticket Brazil

Rodrigo Devail,
Edenred / Ticket



Quality Audits During Remote Work

Auditorias de qualidade em tempos de trabalho remoto

Auditorías de calidad a distancia en tiempos de trabajo remoto

Luis Miguel Donayre,
Banco Credito del
Peru



Optimizing the Call Center Using Speech Analytics

Otimizando Atendimento em Call Center Usando Speech Analytics

*Otimizando o atendimento em Call Center con el uso
del Speech Analytics*

Rafael Forte Araújo
Cavalcanti,
Banco Bradesco

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