



Verint Creative Practices Workshops – Charlotte, NC

8:00 a.m. – 8:30 a.m.	Registration
8:30 a.m. – 9:00 a.m.	Welcome, Agenda and Objectives – Dave Arey, Verint®
9:00 a.m. – 9:30 a.m.	 <p>Is It Time to Update the Golden Rule? Brynn Palmer, The Customer Experience Doctor</p> <p>In a transforming global economy, can our traditional customer service methods support consumers requirements for service? How will your organization meet the "service expectations" of today's customer?</p>
9:30 a.m. – 10:00 a.m.	Networking Roundtables
10:00 a.m. – 10:15 a.m.	Break
10:15 a.m. – 10:45 a.m.	 <p>Mystery Solved! Using Performance Management to Drive Change Verint Customer Presentation</p> <p>How can you leverage performance management and scorecards to drive business and workforce optimization? Now's your chance to find out how, as a major insurance provider shares its techniques and lessons learned.</p>
10:45 a.m. – 11:30 a.m.	<p>Workforce Optimization Breakout Groups Part 1 - (choose one)</p> <ul style="list-style-type: none"> • Workforce Management – Kathrine Hogrefe, Verint • Customer Interaction Analytics – Shannon O'Connor, Verint • Back Office and Desktop Process Analytics – Steve Williams, Verint
11:30 a.m. – 12:30 p.m.	Lunch
12:30 p.m. – 1:00 p.m.	 <p>Extreme Workforce Optimization - How Far Can You Go? Oscar Alban, Industry Evangelist and Speaker, Verint</p> <p>How far can your business go with workforce optimization? Discover how you can leverage today's technology, people and processes to drive results within the contact center and into the enterprise.</p>
1:00 p.m. – 1:45 p.m.	<p>Workforce Optimization Breakout Groups Part 2 - (choose one)</p> <ul style="list-style-type: none"> • Workforce Management – Kathrine Hogrefe, Verint • Customer Interaction Analytics – Shannon O'Connor, Verint • Back Office and Desktop Process Analytics – Steve Williams, Verint
1:45 p.m. – 2:00 p.m.	Closing