



Verint Creative Practices Workshops – Columbus, OH

8:00 a.m. – 8:30 a.m.	Registration
8:30 a.m. – 9:00 a.m.	Welcome, Agenda and Objectives – Tony Bailey, Verint®
9:00 a.m. – 9:30 a.m.	 <p>Workforce Optimization Tips and Tricks Vicki Herrell, Executive Director of the Society of Workforce Planning Professionals (SWPP) and Oscar Alban, Industry Evangelist and Speaker, Verint</p> <p>Join industry thought leaders from of the Society of Workforce Planning Professionals (SWPP) and Verint as they present some of the top tips in areas including quality monitoring/recording, workforce management, analytics and contact center optimization.</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>Industry Presentation: 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>
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 – Vicki Herrell, Society of Workforce Planning Professionals • Customer Interaction Analytics – Diego Lomanto, Verint • Back Office and Desktop Process Analytics – Eden Anderson, 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 – Vicki Herrell, Society of Workforce Planning Professionals • Customer Interaction Analytics – Diego Lomanto, Verint • Back Office and Desktop Process Analytics – Eden Anderson, Verint
1:45 p.m. – 2:00 p.m.	Closing