

Verint Creative Practices Workshops – Philadelphia, PA

8:00 a.m. – 8:30 a.m.	Registration
8:30 a.m. – 8:45 a.m.	Welcome, Agenda and Objectives – David Stone, Verint®
8:45 a.m. – 9:00 a.m.	 <p>Workforce Optimization Tips and Tricks Vicki Herrell, Executive Director of the Society of Workforce Planning Professionals (SWPP)</p> <p>Learn top tips in areas including quality monitoring/recording, workforce management, analytics and contact center optimization.</p>
9:00 a.m. – 9:30 a.m.	 <p>Customer Experience Driven Operations – What Leaders Need to KNOW and DO Kathleen Peterson, PowerHouse Consulting</p> <p>Today's customer experience affects tomorrow's profit. Customer experience optimization relies on operational savvy to meet both the needs of the customer and the needs of the business. Take away seven "Need to Know's" and work on the "What to Do's" with others facing similar challenges.</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>Verint Customer Presentation</p> <p>Learn how a leading company is using Verint Impact 360® Workforce Optimization to gain deeper insight into its performance – and leveraging this intelligence to drive service quality and business optimization.</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 – Shannon O'Conner, 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? Kristyn Emenecker, 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>
10:45 a.m. – 11:30 a.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 – Shannon O'Conner, Verint • Back Office and Desktop Process Analytics – Steve Williams, Verint
1:45 p.m. – 2:00 p.m.	Closing