



## Verint Creative Practices Workshops – Redwood City, CA

8:00 a.m. – 8:30 a.m.	Registration
8:30 a.m. – 9:00 a.m.	Welcome, Agenda and Objectives – Julie Coates, Verint®
9:00 a.m. – 9:30 a.m.	 <p><b>Workforce Optimization Tips and Tricks</b>  Vicki Herrell, Executive Director of the Society of Workforce Planning Professionals (SWPP) and Bill Durr, Industry Evangelist and Speaker, Verint</p> <p>Join industry thought leaders from 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><b>Using the Voice of the Customer to Transform Quality Monitoring</b>  Verint Customer Presentation</p> <p>Discover how a business services organization enhances its workforce optimization and quality monitoring program with new metrics to influence agent behavior – while resolving calls more effectively and sharing the voice of the customer across the organization.</p>
10:45 a.m. – 11:30 a.m.	<p><b>Workforce Optimization Breakout Groups Part 1 - (choose one)</b></p> <ul style="list-style-type: none"> <li>• <b>Workforce Management</b> – Vicki Herrell, Society of Workforce Planning Professionals</li> <li>• <b>Customer Interaction Analytics</b> – Daniel Ziv, Verint</li> <li>• <b>Back Office and Desktop Process Analytics</b> – Rajeev Venkat, Verint</li> </ul>
11:30 a.m. – 12:30 p.m.	Lunch
12:30 p.m. – 1:00 p.m.	 <p><b>Extreme Workforce Optimization - How Far Can You Go?</b>  Bill Durr, 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><b>Workforce Optimization Breakout Groups Part 2 - (choose one)</b></p> <ul style="list-style-type: none"> <li>• <b>Workforce Management</b> – Vicki Herrell, Society of Workforce Planning Professionals</li> <li>• <b>Customer Interaction Analytics</b> – Daniel Ziv, Verint</li> <li>• <b>Back Office and Desktop Process Analytics</b> – Rajeev Venkat, Verint</li> </ul>
1:45 p.m. – 2:00 p.m.	Closing