

Frequently Asked Questions

General Conference Questions

What is Engage?

Engage is Verint's global customer engagement conference. This interactive event is designed to help you get the full benefit of your Verint solutions, meet and network with industry colleagues, and discover how to create better business outcomes that drive Boundless Customer Engagement™. Many of the presenters are actual users who share their expertise and real-world experiences to help attendees gain new perspectives, solve problems, swap tips and best practices, and more.

Is the event in-person or virtual?

Engage is being planned as an in-person event in 2022, which provides a level of energy and participation that is difficult to achieve in virtual settings. Should circumstances change and necessitate that Verint cancel the live event, we will notify all registrants and refund all conference registration fees.

Where will the event be held?

Engage will be held at the [Hyatt Regency Orlando](#), in Orlando, Florida. The hotel is located on International Drive, just 15 minutes from Orlando International Airport and convenient to major theme parks, dining, and other attractions.

Hyatt Regency Orlando
9801 International Drive
Orlando, Florida 32819
US
+1-407-284-1234

What are the event dates?

The conference starts with the Welcome Reception on Monday evening, June 13, 2022 and concludes mid-day on Thursday, June 16. Pre-conference workshop sessions (available for an additional fee) will take place on Monday, June 13.

What are the registration deadlines and fees?

The super-saver registration fee is \$795 USD and ends on January 14, 2022. See the schedule below for registration fees and deadlines.

Registration Type	Registration Fee	Registration Period
Super-Saver	\$795	Sept.1 – January 14, 2022
Early Bird	\$1,095	Jan. 15 – Feb. 28
Standard Registration	\$1,295	March 1 – May 20
Onsite Registration	\$1,495	May 21 – June 15

What is included in the conference fee?

Registration includes all conference events, materials, and conference meals (including the attendee appreciation event). Travel costs and lodging are not included; these costs are in addition to the conference registration fee. Registering for the conference does not provide you with hotel

VERINT. engage22

THE CUSTOMER ENGAGEMENT CONFERENCE

accommodations. Please contact the hotel to book your room. See "Hotel and Transportation" below for detailed contact information.

Do you offer any special discounts?

Yes. Group discounts are available. Email us at engage@verint.com for details on these and other offers.

How do I register?

[Click here](#) to register for the event.

What is the payment policy?

Verint accepts several methods of payment for Engage: Visa, MasterCard, Diner's Club, Discover, and American Express. Payment must accompany your registration. Registrations without payment will not be processed.

What is the cancellation policy?

Cancellations received in writing by engage@verint.com before 12:00 p.m. Eastern Time on Friday, May 20, 2022 will receive a full refund for registration fees paid. We will also issue a full refund for registration fees paid if circumstances necessitate that we cancel the in-person event.

Date Cancelled By	Refund Percentage
February 28, 2022	100%
March 31, 2022	50%
April 30, 2022	25%

Are attendee substitutions permitted?

If you registered for Engage but are unable to attend, you may substitute another employee from your company at no additional charge. Please send notification of your change via email to engage@verint.com no later than 12 p.m. Eastern Time on Friday, May 20, 2022. Be sure to include the new attendee's name and contact information. You will receive an email confirmation once the change has been received and processed.

Can I bring a guest?

The Engage conference is for Verint customers and partners only. Guests are not permitted to attend sessions, meals, or evening events, with the exception of the customer appreciation event on Wednesday. There is a \$295 guest fee to cover the cost of food, beverage, and entertainment at this event. You can purchase a guest event pass when you register.

What is the attire for the conference?

Conference attire is business casual. We recommend you bring a sweater, as meeting room temperatures vary. Attire at the customer appreciation event is casual.

Will I have to wear a mask, show proof of vaccination, or take any other COVID-related measures to attend the event?

It's too soon to know. The health and safety of all conference participants is our utmost concern, and we want everyone involved to enjoy a safe, hygienic, productive, and high-quality event experience. We will make a decision regarding masks and other required COVID-19 measures closer to the event date based on the latest guidance from the Centers for Disease Control (CDC) and any venue-specific requirements.

VERINT. engage22

THE CUSTOMER ENGAGEMENT CONFERENCE

Verint expects that all attendees will comply with any policies and procedures made known to attendees in advance of the event, which may include completion of a pre-arrival screening survey to confirm that attendees are not then-currently experiencing COVID-19 symptoms or tested positive or knowingly been exposed to COVID-19 within a certain timeframe.

Hotel and Transportation

Does Verint have a room block at the hotel, and how do I reserve a room?

Yes, Verint has a room block. You can click the appropriate link below to reserve your room online or call directly using the number provided. The deadline to take advantage of the room block is May 25.

Nongovernment (NGO) Attendees

Online reservations – [Click here](#) to reserve your room

Telephone reservations – call 1-402-593-5048 and reference Engage 2022 or the code UAFS

Government Attendees

Online reservations – [Click here](#) to reserve your room.

Telephone reservations - Call +1-402-593-5048 and reference Engage 2022 or the code GOVT

Does the hotel have safety protocols in place to help limit COVID exposure?

Yes. The hotel has implemented [hygiene and safety procedures](#) to help keep guests safe. We are working with the hotel to align our conference sessions and activities with these protocols and the latest guidance from the Centers for Disease Control (CDC).

Which airport should I fly into?

[Orlando International Airport](#) is the major airport closet to the hotels.

What are the driving directions from the airport to the hotel?

[Click here](#) to view a map showing how to get to the hotel. The hotel is within two miles of FL-482, FL-528, and I-4.

Does the hotel offer shuttle service?

The hotel does not offer shuttle service to and from the airports. However, taxi, limousine, car rental, and shuttle services are available at the airport. The hotel is located at stop 21 for the I-Ride Trolley on International Drive. [Click here](#) to learn more. Verint does not provide transportation to and from the airport.

Does the hotel offer free Wi-Fi?

Yes, complimentary Wi-Fi is provided.

Agenda

What types of sessions can I expect?

Engage provides a wide range of sessions and activities, from motivational and inspirational sessions to case studies, industry best practices, and tips and techniques, networking events, and more. The agenda also includes sessions highlighting solutions from Verint, our partners, and the companies that have become part of the Verint brand, including Kiran Analytics and Conversocial.

VERINT. engage22

THE CUSTOMER ENGAGEMENT CONFERENCE

Do you offer training classes at the conference?

Yes, we offer pre-conference workshop sessions to help attendees make the most of their conference trip. These sessions are designed for system users and administrators and are available for an additional fee. You must register in advance to attend these training sessions, and space is limited. workshops.

What are the scheduled events during the conference?

The agenda is still being developed. However, you can get an idea of the types of sessions available at Engage by [clicking here](#) to view actual 2021 sessions on demand.

Are you looking for conference speakers?

Yes! If you are interested in speaking at the conference, [click here](#) to fill out a short form highlighting your topic. Speakers receive a complimentary conference pass.

Miscellaneous

Whom should I contact if I have special dietary needs?

There is a section on the conference registration form for special requests. Please complete this section upon registering or email engage@verint.com.

Are there opportunities available to sponsor the conference?

Yes. Numerous sponsorship opportunities are available to Verint business partners. Please contact partnerconference@verint.com for a list of sponsorship opportunities.

Questions?

Please contact us at engage@verint.com.