

Agenda at a Glance

◆
■
▲
⚡
★
● Track Listing Key is Located Inside

Monday, May 14

7:00 a.m. – 8:00 p.m.	Registration	Lone Star Pre-Convene
6:30 p.m. – 8:30 p.m.	Welcome Reception in Solutions Lounge	Grand Hall

Tuesday, May 15

7:00 a.m. – 6:00 p.m.	Registration	Lone Star Pre-Convene
7:30 a.m. – 8:30 a.m.	Breakfast	Grand Hall
8:30 a.m. – 10:00 a.m.	General Session	Lone Star B/C
10:00 a.m. – 10:30 a.m.	Break	Grand Hall

Block 1: 10:30 a.m. – 11:30 a.m.

◆ The Road to Speech Analytics Success	Dallas Ballroom B	
◆ Blockchain and the Customer Experience	Dallas Ballroom C	
■ Creating Your Own Sistine Chapel Using Verint Performance Management Scorecards	Lone Star A2	
■ A True Story of Knowledge Management Evolution and Innovation	Lone Star A3	
■ Email and Secure Messaging for the Modern World	Lone Star A4	
▲ A Workforce Management Journey from Front to Back	Dallas Ballroom D3	
⚡ The Case for Compliance	Dallas Ballroom D2	
★ IVA and Chatbots 101	Dallas Ballroom A1	
★ Conversational Commerce – Chatbots Driving Online Sales	Dallas Ballroom A2	
● Bringing a City Contact Center into the 21st Century	Dallas Ballroom A3	
▲ Expand Your Skills in Branch Forecasting and Planning	Lone Star A1	
11:30 a.m. – 1:30 p.m.	Lunch	Solutions Lounge

Block 2: 1:30 p.m. – 2:30 p.m.

◆ A Customer Experience Journey and Critical Lessons Learned Along the Way	Dallas Ballroom B	
◆ CX and the Contact Center	Dallas Ballroom C	
◆ ■ ▲ ⚡ ★ ● Considering Cloud? What You Need to Know for a Successful Cloud Strategy	Lone Star A2	
■ Implementing Decentralized Forecasting and Scheduling on a Global Scale	Lone Star A3	
■ Five Years Later – An Omnichannel Deployment Update	Lone Star A4	
▲ Top 10 Differences in Workforce Management by Business Function	Dallas Ballroom D3	
⚡ Speech Analytics – Your New Compliance Partner	Dallas Ballroom D2	
★ What Makes Intelligent Self-Service Smart? Where We're Going and Why	Dallas Ballroom A1	
★ The Growth of Chatbots in Regulated Industries Like Healthcare and HR	Dallas Ballroom A2	
● Is Your Contact Center Ready to Implement Enhanced Technology?	Dallas Ballroom A3	
2:30 p.m. – 3:00 p.m.	Break	Solutions Lounge



Block 3: 3:00 p.m. – 4:00 p.m.

	A Cyclic Approach to Speech Analytics Category Refinement	Dallas Ballroom B
	Valuing the Voice of the Customer through Post-Call Feedback	Dallas Ballroom C
	From Adversary to Trusted Advisor	Lone Star A2
	Channels, Channels, Everywhere!	Lone Star A3
	Selling Workforce Topics to the Executive Level	Lone Star A4
	DPA + Scorecards = Fast Track to Back-Office Results!	Dallas Ballroom D3
	Meeting Your Regulatory Compliance Challenges – GDPR and Beyond	Dallas Ballroom D2
	Self-Service – The Contact Center Agent’s New Best Friend	Dallas Ballroom A1
	How to Build a Business Case for IVA in the Contact Center	Dallas Ballroom A2
	Engagement Management Professional (LAGAN) Vision and Strategy – Part 1	Dallas Ballroom A3
	Hidden Insights: Creatively Leverage the Voice of the Customer to Achieve Desired Business Outcomes	Lone Star A1

Networking Groups: 4:15 p.m. – 5:15 p.m.

	Speech and Text Analytics	Dallas Ballroom B
	Workforce Management	Dallas Ballroom C
	Quality	Lone Star A3
	Desktop and Process Analytics and Robotics	Lone Star A4
	Engagement Management: Omnichannel Handling and Desktop Consolidation	Dallas Ballroom A2

5:30 p.m. – 6:30 p.m. Networking Reception






Lone Star Pre-Convene

Wednesday, May 16

7:00 a.m. – 6:00 p.m.	Registration	Lone Star Pre-Convene
7:30 a.m. – 8:30 a.m.	Breakfast	Grand Hall
8:30 a.m. – 10:00 a.m.	General Session	Lone Star B/C
10:00 a.m. – 10:30 a.m.	Break	Grand Hall



Block 4: 10:30 a.m. – 11:30 a.m.

	Customer Experience Excellence – Driving Business Improvement by Gathering Customer Insights	Dallas Ballroom B
	Mission Possible: Reducing Legal Costs with Speech Analytics	Dallas Ballroom C
	Using Desktop and Process Analytics to Improve Performance Management	Lone Star A2
	The Top 10 Customer Service Trends Of 2018	Lone Star A3
	What Makes Intelligent Self-Service Smart? Where We’re Going and Why	Lone Star A4
	How to Build a Sustainable RPA Program	Dallas Ballroom D3

 Automating Compliance Verification and Operational Assurance	Dallas Ballroom D2
 Everything You Need to Know About Enterprise Intelligent Assistants	Dallas Ballroom A1
 How Open, Modular AI Lets You Take Control of Your Investment	Dallas Ballroom A2
 Engagement Management Professional (LAGAN) Vision and Strategy – Part 2	Dallas Ballroom A3
 Journey from On-Premises to the Cloud	Lone Star A1












11:30 a.m. – 12:30 p.m. Lunch Solutions Lounge

Block 5: 12:30 p.m. – 1:30 p.m.

 Prescriptive Analytics for the Rest of Us	Dallas Ballroom B
 Using Speech Analytics to Identify Associates for Targeted Accent Coaching	Dallas Ballroom C
 Employees and Robots Working Together to Improve CX in Your Contact Center	Lone Star A2
 Omnichannel Service – How Do YOU Rate?	Lone Star A3
 Knowledge Management – Am I Doing It Right?	Lone Star A4
 Create a Back-Office Mission Control to Skyrocket Performance	Dallas Ballroom D3
 Face-to-Face Audio Recording Extends Quality and Compliance	Dallas Ballroom D2
 Putting Your Best Tech Forward	Dallas Ballroom A1
 How to Get Your Customers to Help Offload Agents and Build Reusable Knowledge	Dallas Ballroom A2
 Out with the Old, In with the New – Modernizing Citizen Engagement	Dallas Ballroom A3
 Rewrite the Rules with Automation	Lone Star A1

1:30 p.m. – 1:45 p.m. Transition to Block 6

Block 6: 1:45 p.m. – 2:45 p.m.

 Profit More from Speech Analytics with a Blueprint that Works	Dallas Ballroom B
 Digital Transformation of the Customer Experience	Dallas Ballroom C
 Creating a True Customer-Centric Culture	Lone Star A2
 Tips for Selecting a Knowledge Management System	Lone Star A3
 Defining the Human Age: Customer Service in 2030	Lone Star A4
 Digital Transformation – What Does It Mean in Your Back-Office?	Dallas Ballroom D3
 How to Manage Risk and Compliance Across Multiple UC Environments	Dallas Ballroom D2
 The Contact Center of the Future Reimagined: From Possibilities to Realities	Dallas Ballroom A1
 Empowering Your Employees into the Next Decade	Dallas Ballroom A2
 Beyond the Box ...	Dallas Ballroom A3
 Strategic Planner – Use Case, Benefits, Best Practices, and More	Lone Star A1

2:45 p.m. – 3:15 p.m. Break Solutions Lounge



The detailed agenda can be viewed on the mobile app or online at engage.verint.com

Block 7: 3:15 p.m. – 4:15 p.m.

◆ Infusing Contact Center Operational Data with VoC Data	Dallas Ballroom B
◆ Harness NPS to Drive Demonstrable CX and Business Improvement	Dallas Ballroom C
■ Request Management Everywhere – Empower Employees in the Office and on Mobile	Lone Star A2
■ Automate, Don't Disrupt: Managing the Change in an Automated Quality Program	Lone Star A3
■ Where to Start with Employee Desktop Transformation	Lone Star A4
▲ The Back Office: An Industry in Transition	Dallas Ballroom D3
■ How to Make an Impact on Contact Center Adherence	Dallas Ballroom D2
■ A Journey to Modernize Quality with Verint Strategic Services	Dallas Ballroom A1
◆ ■ Get Even More Value from Your Voice Recordings: Introducing Transcription as a Service	Dallas Ballroom A2
■ The Future of Workforce Engagement: Are You Ready?	Lone Star A1

Networking Groups: 4:30 p.m. – 5:30 p.m.

◆ Voice of the Customer	Dallas Ballroom B
■ ▲ Performance Management and Gamification	Lone Star A2
■ Recording – Integrations and Your Data	Lone Star A3
■ Knowledge Management	Lone Star A4
▲ Branch	Dallas Ballroom D3
■ Mobile Employee Engagement	Dallas Ballroom D2
● Government and Public Sector	Dallas Ballroom A3

7:00 p.m. – 11:00 p.m. **Customer Appreciation Event** Gilley's
 Meet at 6:30 p.m. at the Live Oak St. exit (to the right of the lobby bar) to board buses.
 Buses return to hotel starting at 8:30 p.m. Last bus back to hotel leaves at 11:00 p.m.

Thursday, May 17

7:00 a.m. – 10:00 a.m.	Information Desk Open	Lone Star Pre-Convene
7:30 a.m. – 8:30 a.m.	Breakfast and Closing Remarks	Grand Hall

Coffee Talk: 8:30 a.m. – 10:00 a.m.

◆ Coffee Talk: Voice of the Customer	Lone Star A2
■ Coffee Talk: Desktop Analytics, Automation and Robotics	Lone Star A4
■ Coffee Talk: Quality and Performance	Austin Ballroom 2
■ Coffee Talk: Workforce Management	Lone Star A1
■ Coffee Talk: Employee Engagement	Lone Star A3
▲ Coffee Talk: Back Office and Branch	Austin Ballroom 1
⚡ Coffee Talk: Recording and Compliance	Austin Ballroom 3
★ Coffee Talk: Self-Service	Pearl 4
● Coffee Talk: Public Sector	Pearl 5