

VERINT. engage21

THE CUSTOMER
ENGAGEMENT CONFERENCE

Agenda At a Glance

May 19 - 21

Engage21 is packed with content to help you get the most from your Verint® solutions and deliver Boundless Customer Engagement™. Be sure to take advantage of all the great sessions and activities available starting May 19. See the agenda that follows for a listing of sessions and start times.

Conference Highlights

Welcome Video

Start your Verint Virtual experience right here! Check out the video in the lobby to find out how to navigate in the virtual environment. It's easy...but if you need help, just click on the "Help Desk" button on the bottom left of the screen.

Keynote Sessions

Get inspired in a series of daily keynotes designed to help you tackle tough business challenges and take your organization to the next level.

Educational Sessions

Educational sessions are organized into tracks and focus areas to help you target the sessions that best meet your needs. Feel free to select the sessions of your choice. Live sessions will be delivered throughout the conference, and some include the opportunity for audience Q&A. Live sessions will be recorded and available on demand after their initial presentation.

Exhibit Hall

Click over to learn more about solutions from Verint and our event sponsors. Discover how to connect work, data, and experiences and build enduring customer relationships. The exhibit hall is open throughout the event, and during "live hours," booth staff will be on hand to chat and take your questions.

Latin America Program

Join our live panel discussion with audience questions and answers on Thursday, May 20 from 12:00 - 1:30 p.m. Simultaneous translation will be provided in Spanish and Portuguese. See the schedule for a listing of sessions.

Resource Center

View and download information on Verint's extensive portfolio of offerings.

Sponsor Wall

Be sure to check out the sponsor wall to learn more about our event sponsors and how they can benefit your business.

Rejuvenation Station

Need a wellness break? Check out the rejuvenation station, where you can participate in dog yoga, chair cardio, and eye yoga, as well as workshops on origami and Rubik's Cube.

Gamification

Test your skill at solving puzzles and answering trivia questions. It's friendly competition in a race against the clock. Do you have what it takes to be a champ?

Lounge

Waiting for your session to start? Visit the lounge to chat with other attendees, share tips and anecdotes, and network, network, network.

Track Listing

General Session

Elevating Experience Management

Extending the Verint Platform

Driving Value with AI & Analytics

Future of Work

Self-Service for 2021 and Beyond

Solution Categories

Case Management

Engagement Data Management

Experience Management

Forecasting & Scheduling

Interaction Insights

Knowledge Management

Quality & Compliance

Real-Time Work

Self-Service

Verint Cloud Platform

* More information about the solution categories and the specific Verint solutions within them is available in the Verint Product Naming Quick Reference Guide, available in the Resources area in the virtual exhibit hall.

Session Schedule

All times for live sessions are Eastern Daylight Time

Wednesday, May 19

Time	Session	Track and Focus Area
11:00 a.m. – 12:30 p.m.	Welcome and Keynotes <ul style="list-style-type: none"> • PART ONE (11:00 A.M. – 12:00 P.M.) Achieving Boundless Customer Engagement <i>Dan Bodner, Chief Executive Officer, Celia Fleischaker, Chief Marketing Officer and Elan Moriah, President, Verint</i> • PART TWO (12:00 – 12:30 P.M.) Fireside Chat <i>Barbara Corcoran, Business Expert and Star, Shark Tank</i> 	General Session
12:30 – 1:00 p.m.	US Cellular: Automating Schedule Changes in Verint WFM <i>Sam Peschke, US Cellular and Jody Powers, Group Elite</i>	Future of Work Self-Service
	AI-Powered Interaction Insights: Don't Work From Home Without It! <i>Daniel Ziv, Verint</i>	Driving Value with AI & Analytics Real-Time Work
	Knowledge Management: An Essential Tool in the New Normal <i>Kate Leggett, Forrester and Heather Richards, Verint</i>	Future of Work Knowledge Management
12:30 – 1:30 p.m.	Taking a Fresh Look at Costs, Synergies and Automation to Boost Your Back-Office Strategy <ul style="list-style-type: none"> • PART ONE (12:30 – 1:00 P.M.) The Scandalous Nature of the Back-Office: A Fresh Look at Cost & Synergy <i>Omer Minkara, Aberdeen and Nicole Nevulis, Verint</i> • PART TWO (1:00 – 1:30 P.M.) Boost Your Back-Office Automation Strategy <i>Nicole Nevulis, Verint</i> 	Future of Work Self-Service
12:30 – 1:30 p.m.	Introducing the Verint Customer Engagement Cloud Platform, Including Verint Da Vinci AI and Analytics <ul style="list-style-type: none"> • PART ONE (12:30 – 1:00 P.M.) Cloud without Compromise: Introducing the Verint Cloud Platform • PART TWO (1:00 – 1:30 P.M.) Introducing Verint Da Vinci AI & Analytics <i>Jaime Meritt, Verint</i> 	Extending the Verint Platform Verint Cloud Platform

Time	Session	Track and Focus Area
12:30 – 2:00 p.m.	<p>Creating Quality Experiences: What Shoe Carnival, Consumer Insights, and Costco Can Teach Us about CX Strategy</p> <ul style="list-style-type: none"> • PART ONE (12:30 – 1:00 P.M.) Standing Up a New CX Program in 90 Days <i>David Hudspeth, Shoe Carnival and Cecilia Wainio, Verint</i> • PART TWO (1:00 – 1:30 P.M.) Consumer Insights During a Pandemic and the Road Ahead for CX <i>Eric Head, Verint</i> • PART THREE (1:30 – 2:00 P.M.) How Costco Nurtures Quality Experiences to Thrive Through Change <i>Jamie Abernathy, Costco Wholesale and Eric Head, Verint</i> 	<p>Elevating Experience Management</p> <p>Experience Management</p>
12:30 – 1:00 p.m.	<p>Maximize Your Engage21 Experience <i>Dawn Greene and Natalie Majerko, Verint</i></p>	<p>Roundtable Discussion</p> <p>Verint Partner Engagement Booth</p>
	<p>Top Growth Opportunities in the Customer Experience Industry for 2021: Q&A <i>Juan Gonzalez, Frost & Sullivan</i></p>	<p>Roundtable Discussion</p> <p>Latin America Booth</p>
1:00 – 1:30 p.m.	<p>The Power and Light at the End of the Tunnel <i>Aura Altamiranda and Ana Hidalgo, Florida Power and Light</i></p>	<p>Future of Work</p> <p>Interaction Insights</p>
	<p>Wrapping Your Business Around Each and Every Customer <i>Simon Harrison, Avaya – Sponsor</i></p>	<p>Future of Work</p>
1:00 – 2:00 p.m.	<p>Driving a Superior Customer Experience at BMW and Intelligent Automation Through Knowledge Management</p> <ul style="list-style-type: none"> • PART ONE (1:00 – 1:30 P.M.) Driving a Superior Customer Experience Through Knowledge Management: BMW's Story <i>Aoife Bullingham, BMW Group</i> • PART TWO (1:30 – 2:00 P.M.) The Future is Now: Knowledge Management and Intelligent Automation <i>Heather Richards, Verint</i> 	<p>Future of Work</p> <p>Knowledge Management</p>
1:00 – 1:30 p.m.	<p>Return to the Office: Contact Center Scheduling <i>Jordan Sackley and Mike Wroblewski, Verint</i></p>	<p>Roundtable Discussion</p> <p>Verint Forecasting & Scheduling Booth</p>

Time	Session	Track and Focus Area
1:30 – 2:00 p.m.	Driving Branch Network Transformation with Advanced Analytics <i>Jim DeLapa, Verint</i>	Future of Work Forecasting & Scheduling
	EXL NerveHub™ Helps Organizations Manage the Hybrid Workforce <i>Sumit Taneja, EXL Digital</i>	Future of Work Forecasting & Scheduling
	Time to Put Your Head in the Cloud <i>Jim Minatra and Kathy Sobus, ConvergeOne – Sponsor</i>	Future of Work
	Workforce Engagement & CCaaS: Better Together <i>Sheila McGee-Smith, McGee-Smith Analytics and Celia Fleischaker, Verint</i>	Extending the Verint Platform
1:30 – 2:00 p.m.	Driving Insights Into Action <i>Cailyn Clark and Brendan Dillon, Verint</i>	Roundtable Discussion Verint Interaction Insights Booth
	Modernize Self-Service with AI <i>Tracy Malingo, Verint</i>	Roundtable Discussion Verint Self-Service Booth
	Verint Cloud Platform <i>Abhyuday Desai and Matt Pyke, Verint</i>	Roundtable Discussion Verint Cloud Platform Booth
2:00 – 2:30 p.m.	Enhancing Client Engagement Through Community-Based Branch WFM <i>Arnold Sebastian, CIBC (Canadian Imperial Bank of Commerce)</i>	Future of Work Forecasting & Scheduling
	New Global Research: The Engagement Capacity Gap and How to Close It <i>Colin Shaw, Beyond Philosophy and Nancy Porte, Verint</i>	Future of Work
	AGL's Knowledge Management Journey <i>Liam Hindle, AGL and Jacob Murray-White, Verint</i>	Future of Work
	Now Is the Time to Move Your Contact Center and Workforce Engagement Solution to the Cloud <i>Nick Delis, Five9 – Sponsor</i>	Knowledge Management Future of Work
	Moving From Insights to Action to Change <i>Karen Rudner, Cox Communications and Eric Head, Verint</i>	Elevating Experience Management Experience Management
	How Synchrony is Changing What's Possible and Elevating Self-Service <i>Tosin Odesanya, Synchrony Financial and Jen Snell, Verint</i>	Self-Service for 2021 and Beyond Self-Service

Time	Session	Track and Focus Area
2:00 – 2:30 p.m.	The Next Evolution in Recording: Engagement Data Management <i>Dan Spohrer, Verint</i>	Extending the Verint Platform Engagement Data Management
2:00 – 2:30 p.m.	Next-Generation Cloud Contact Centers <i>Paul Lang, Avaya – Sponsor</i>	Roundtable Discussion Avaya Booth
2:30 – 3:00 p.m.	Exhibit Hall Live Hours <i>See what's new and chat with experts from our event sponsors and Verint!</i>	

Thursday, May 20

11:00 a.m. – 12:00 p.m.	Keynote Session: The Future of Work Requires Disruption <i>(11:00 – 11:30 A.M.)</i> Customer Panel: Back to the Office: A Look Forward <i>Laurence Levin, Sleep Number; Michael McKinney, Holland America Line and Seabourn Cruise Line; Michael Hutchinson, Verint</i> <i>(11:30 A.M. – 12:00 P.M.)</i> Keynote Presentation: Disrupt to Create Your Next-Gen Customer Experience Strategy <i>Charlene Li, Bestselling Author, Founder, and CEO, Altimeter Group</i>	General Session
12:00 – 12:30 p.m.	Analytics, Automation and AI: Surviving and Thriving in the Vaccinated Contact Center <i>Paul Stockford, SaddleTree Research</i>	Future of Work
	Speech Analytics: A Silver Lining in 2020 <i>Andrew Rademan, Thrivent Financial</i>	Elevating Experience Management Interaction Insights
	Uncover Hidden Opportunities in Your Contact Center: Application Visualizer <i>Ray LeBlanc, Verint</i>	Driving Value with AI & Analytics Interaction Insights
	A Proactive Approach to Self-Service: Verint Knowledge Management in Action <i>John Chmaj, Verint</i>	Self-Service for 2021 and Beyond Knowledge Management
	The Open Imperative: Why an Open Platform Strategy is Required Today <i>Jaime Meritt, Verint</i>	Extending the Verint Platform

12:00 – 1:30 p.m.	Latin America Program: Live Q&A and Customer Case Studies <ul style="list-style-type: none"> PART ONE (12:00 – 1:00 P.M.) Welcome <i>Diego Gomez, Verint</i> Customer Case Studies <i>Rodrigo Devail, Edenred Ticket Brazil; and Oscar Pascacio, Corporativo Munoz</i> PART TWO (1:00 – 1:30 P.M.) How AI and Analytics Are Changing the Game for the Customer Experience Industry: Q&A with Frost & Sullivan <i>Juan Gonzalez, Frost and Sullivan and Diego Gomez, Verint</i> 	Sesión América Latina: Preguntas y respuestas en vivo y estudios de casos de clientes <ul style="list-style-type: none"> PRIMERA PARTE (12:00 – 1:00 P.M.) Bienvenidos <i>Diego Gomez, Verint</i> Estudios de caso dos clientes <i>Rodrigo Devail, Edenred Ticket Brasil; y Oscar Pascacio, Corporativo Munoz</i> SEGUNDA PARTE: (1:00 – 1:30 P.M.) Cómo la inteligencia artificial y el analytics están cambiando el juego para la industria de la experiencia del cliente: Preguntas y respuestas con Frost & Sullivan <i>Juan Gonzalez, Frost and Sullivan and Diego Gomez, Verint</i> 	Sessão América Latina: Perguntas e respostas ao vivo e estudos de caso de clientes <ul style="list-style-type: none"> PARTE UM (12:00 – 1:00 P.M.) Bem-vindos <i>Diego Gomez, Verint</i> Estudos de caso dos clientes <i>Rodrigo Devail, Edenred Ticket Brasil; e Oscar Pascacio, Corporativo Munoz</i> PARTE DOIS: (1:00 – 1:30 P.M.) Como a IA e uso de analytics estão mudando o jogo para o mercado de experiência do cliente: Perguntas e respostas com a Frost & Sullivan <i>Juan Gonzalez, Frost and Sullivan and Diego Gomez, Verint</i>

Time	Session	Track and Focus Area
12:00 – 12:30 p.m.	Enabling Success with Verint Services <i>Jeff Lewandowski and Mark Flores, Verint</i>	Roundtable Discussion Verint Customer Success Booth
	Automating Quality and Compliance <i>David Singer and Jay Wigal, Verint</i>	Roundtable Discussion Verint Quality & Compliance Booth
	Self-Service and Today's Customer <i>Kathy Sobus, ConvergeOne – Sponsor</i>	Roundtable Discussion ConvergeOne Booth
12:30 – 1:00 p.m.	Boundless Citizen Engagement for the Public Sector <i>Bryan Baxter, Iain Daws, Brian Koma, Scott Montgomery, and David Moody, Verint</i>	Future of Work Case Management
	Breaking the WFM Stigma Within a Contact Center <i>Samantha Thompson, MTD Products</i>	Future of Work Forecasting & Scheduling

Time	Session	Track and Focus Area
12:30 – 1:00 p.m.	Secure a Promotion With 10 New Automation Features Amanda Haney, Chris Rand, Matthew Storm, and Andrew Tolbert, Group Elite – Sponsor	Future of Work
	CX Leadership: A Conversation Jason Huffman, Atlantic Union Bank	Elevating Experience Management Experience Management
	Solving Your Engagement Data Strategy Challenge David Singer, Verint	Driving Value with AI & Analytics Engagement Data Management
	Intelligently Evolving and Maturing AI-Powered Self-Service to Reach Your Goals Art Schoeller, Forrester and Jen Snell, Verint	Self-Service for 2021 and Beyond Self-Service
12:30 – 1:00 p.m.	Seamless Customer Journeys with Verint Case Management Enterprise Jim Nies, Verint	Roundtable Discussion Verint Case Management Booth
	Improve CSAT & NPS with an Experience Quality Framework for Financial Services Eric Head, Verint	Roundtable Discussion Verint Experience Management Booth
	Reimagine Customer Engagement with AI and Analytics Genefa Murphy, Five9 – Sponsor	Roundtable Discussion Five9 Booth
1:00 – 1:30 p.m.	Experience Quality: A Data and Analytics Framework for CX Executives Kevin Daly, Verint	Elevating Experience Management Experience Management
	Real-Time Work: Becoming Superhuman with Real-Time Agent Assist Daniel Ziv, Verint	Driving Value with AI & Analytics Real-Time Work
1:00 – 2:00 p.m.	Forecasting, Scheduling, and Managing Performance of Humans and Bots in a Post Pandemic World <ul style="list-style-type: none"> • PART ONE (1:00 – 1:30 P.M.) Forecasting & Scheduling in a Post-Pandemic World Trudy Cannon, Verint • PART TWO (1:30 – 2:00 P.M.) Managing Performance of Humans and Bots (Performance and Quality) David Singer, Verint 	Future of Work Forecasting & Scheduling Future of Work Quality & Compliance

Time	Session	Track and Focus Area
1:00 – 2:00 p.m.	<p>Back-Office Transformations – Creating a Customer Care Center and the Secret Recipe for Competitive Advantage</p> <ul style="list-style-type: none"> • PART ONE (1:00 – 1:30 P.M.) Transform Your Back-Office Into a Customer Care Center <i>Xander van der Poel, Nationale Nederlanden</i> • PART TWO (1:30 – 2:00 P.M.) The Secret Recipe Every Back-Office Leader Ought to Know <i>Dave Westphal, Blue Cross Blue Shield of Michigan and Nicole Nevulis, Verint</i> 	Future of Work Forecasting & Scheduling
1:00 – 2:00 p.m.	<p>Online Communities: Engage Customers and Employees and Amplify Customer Engagement and Retention Strategy</p> <ul style="list-style-type: none"> • PART ONE (1:00 – 1:30 P.M.) Verint Community: Engaging Customers and Employees for Better CX <i>Jon Allen, Verint</i> • PART TWO (1:30 – 2:00 P.M.) Amplify Your Customer Engagement and Retention Strategy with Verint Community <i>Lisa Allison, Analog Devices</i> 	Self-Service for 2021 and Beyond Self-Service
1:00 – 1:30 p.m.	<p>Enabling Citizen Engagement / 311 in Local Government <i>David Moody, Verint</i></p> <hr/> <p>Verint Cloud Platform <i>Uri Peleg and Matt Pinkett, Verint</i></p> <hr/> <p>The Future of Recording: Successful Strategies for Managing Interaction Data <i>Dave Singer and Dan Spohrer, Verint</i></p>	<p>Roundtable Discussion Verint Case Management Booth</p> <hr/> <p>Roundtable Discussion Verint Cloud Platform Booth</p> <hr/> <p>Roundtable Discussion Verint Engagement Data Management Booth</p>

Thanks to All Our Sponsors.

Special Shout Out to Our Platinum Sponsors:



Time	Session	Track and Focus Area
1:30 – 2:00 p.m.	Simplify, Modernize, and Automate Your Customer Engagement with Verint and Amazon! <i>Michael Aosse and Romil Khansaheb, Amazon – Sponsor</i> <i>Paul Rolfe, Verint</i>	Future of Work
	Unify Your CX Data and Drive Improvements Across the Organization <i>Rick Blair, Verint</i>	Elevating Experience Management Experience Management
	A Complete, Customer-Centric Mortgage Service Enhances Real-Time Work with Verint <i>Seif Alhamrany, Florius</i>	Driving Value with AI & Analytics Real-Time Work
	Customer Experience & Customer Engagement: Two Peas in a Pod <i>Paul Greenberg, 56 Group and Nancy Porte, Verint</i>	Extending the Verint Platform Experience Management
1:30 – 2:00 p.m.	Branch Analytics and WFM-Driven Transformation <i>Malia Garcia and Kerim Tumay, Verint</i>	Roundtable Discussion Verint Forecasting & Scheduling Booth
	Driving Insights Into Action <i>Cailyn Clark and Brendan Dillon, Verint</i>	Roundtable Discussion Verint Interaction Insights Booth
	Knowledge Management <i>John Chmaj and Dean Vivian, Verint</i>	Roundtable Discussion Verint Knowledge Management Booth
	Why Do I Need AQM? <i>Group Elite – Sponsor</i>	Roundtable Discussion Group Elite Booth
2:00 – 2:30 p.m.	Exhibit Hall Live Hours	

Friday, May 21

10:30 a.m. – 11:00 a.m.	Exhibit Hall Live Hours	
11:00 a.m. – 12:00 p.m.	Closing Session <ul style="list-style-type: none"> • PART ONE (11:00 – 11:30 A.M) Customer Awards <i>Join us to celebrate these customer engagement innovators!</i> • PART TWO (11:30 – 12:00 P.M) Keynote Presentation <i>Jay Shetty, Author, Digital Strategist, and Purpose Coach</i> 	General Session

Time	Session	Track and Focus Area
12:00 – 12:30 p.m.	SMB Contact Center Trends in 2021 and Beyond <i>Chuck Ciarlo, Verint</i>	Future of Work Forecasting & Scheduling
	Considerations When Selecting a KM Solution: Real-Life Lessons From American Credit Acceptance <i>Christy Jacqmein and Ayesha Thornsberry, American Credit Acceptance; Jake Vellinga, SPAR Solutions – Sponsor</i>	Future of Work Knowledge Management
	What We Learned in 2020: Benchmarks From SWPP Surveys <i>Vicki Herrell, SWPP – Sponsor</i>	Future of Work Forecasting & Scheduling
	Getting it Right: How to Maximize Value from Your CX Vendor and Partner Ecosystem <i>Kevin Daly, Verint</i>	Elevating Experience Management
	The 4 Consumer Psychology Questions to Answer if You Want to Win in Customer Experience <i>Philip Graves, Shift Consultancy</i>	Self-Service for 2021 and Beyond
	Verint Desktop and Process Analytics: A Customer's Perspective <i>Brenn Waldman-Hinderliter, Cardinal Health</i>	Interaction Insights
12:00 – 12:30 p.m.	Leveraging Case Management in Your Partner Proposition <i>David Moody, Verint</i>	Roundtable Discussion Verint Case Management Booth
	A Better Way to Employee Experience <i>Kevin McNulty and Katy Rubak, Talkdesk – Sponsor</i>	Roundtable Discussion Talkdesk Booth
12:30 – 1:00 p.m.	KM Is a Journey, Not a Destination <i>Melinda Lockett, WestJet</i>	Future of Work Knowledge Management
	Essential Steps to Compliance Success <i>Iain Daws and Gerry Durning, Verint</i>	Future of Work Quality & Compliance
	More Than a Recovery: Creating a Customer-Driven Experience <i>Kathleen Iglar and Erica Komorosky, UGI Utilities</i>	Elevating Experience Management Experience Management
	Verint IVA for Self-Service — Conversational AI: Modernizing Voice and Digital Self-Service <i>Tracy Malingo, Verint</i>	Driving Value with AI & Analytics Self-Service

Time	Session	Track and Focus Area
12:30 – 1:00 p.m.	Seamless Customer Experiences from Self to Assisted Service <i>Jim Nies, Verint</i>	Self-Service for 2021 and Beyond Case Management
	Verint Connect 2021: What's in it For You <i>Jerome Brown and Matt Pyke, Verint</i>	Extending the Verint Platform
12:30 – 1:00 p.m.	Back Office <i>Nicole Nevulis, Verint</i>	Roundtable Discussion Verint Forecasting & Scheduling Booth
	Improve CSAT & NPS with an Experience Quality Framework for Retail <i>Eric Head, Verint</i>	Roundtable Discussion Verint Experience Management Booth
	Overcoming Challenges on the Knowledge Management Journey: A Roundtable Chat with American Credit Acceptance and SPAR Solutions <i>Christy Jacqmein and Ayesha Thornsberry, American Credit Acceptance; Jake Vellinga, SPAR Solutions – Sponsor</i>	Roundtable Discussion SPAR Solutions Booth

Don't miss the keynote sessions.
See the schedule for dates and times.



Barbara
Corcoran



Charlene
Li



Jay
Shetty



Dan
Bodner



Elan
Moriah



Celia
Fleischaker



Mike
Hutchinson



Nancy
Porte

We extend our sincere gratitude to the individuals and organizations participating in this event:

 The 56 Group
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STRATEGY & RESEARCH
— ALTERNATE. INSPIRE. SINCE. —
 FORRESTER
  McGee-Smith
Analytics
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 SADDLETREE
Research
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THE CONSUMER
BEHAVIOUR EXPERTS
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