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Best Practices Sessions Agenda

*Agenda is subject to change. Please check the website closer to the event, to make sure sessions didn't move around

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	Best Practices sessions #1 June 11, 1:30 - 2:30 PM	Best Practices sessions #2 June 11, 2:45 - 3:45 PM	Best Practices sessions #3 June 11, 4:15 - 5:15 PM	Best Practices sessions #4 June 12, 10:30 - 11:30 AM	Best Practices sessions #5 June 12, 12:30 - 1:30 PM	Best Practices sessions #6 June 12, 1:45 - 2:45 PM	Best Practices sessions #7 June 12, 3:15 - 4:15 PM
AI-Powered CX Excellence	Realizing Value: Enlighten AutoSummary Success Stories (Fifth Third Bank, Bamboo Insurance) AutoSummary, Nexidia, CXone IA	Driving Contact Center Excellence Through AI-Powered Performance Coaching and Analytics (LexisNexis) Enlighten AI for CSAT, CXone IA	Turning Complaints into Customer Success with AI (Hyundai Capital America) Enlighten AI for CSAT, Nexidia and QC	Cruising Ahead: Transforming Travel Experiences through AI-powered Analytics (ONE) Enlighten AI for CSAT, Sales Effectiveness, CXone IA	AI and Generative AI: From Novelty to Necessity (OMDIA) Thought leadership	Unlocking Success: Empowering Teams with Enlighten AI and Real-Time Interaction Guidance (Kaiser) RTIG, Enlighten AI for CSAT, Nexidia and QC	A Journey to Elevating Customer Zeal with Enlighten AI (Republic Services) Enlighten AI for CSAT, Nexidia and QC
Reinventing Outbound CX Journeys	Acing Outbound with a Fully Unified Platform (Strategic Link) LiveVox	Proactive Outbound: Mitigating risk while Improving Performance (TDECU) LiveVox	How LiveVox Turned Outbound Into a Huge Success for the Great, Big Small Bank (First National Bank of Omaha) LiveVox	Rethinking Knowledge Management for the Modern Era of AI-Driven CX (Metrigy) Thought Leadership	The "Proactive Panel": Spot on Outbound (Customer Panel) LiveVox	The Benefits of Combining Market Leaders: LiveVox by NICE and CXone (Bluestem Brands) LiveVox	
Conversational AI Done Right	Turning Vacation Visions into Reality with Conversational AI (ALG Vacations) Autopilot	Elevating Technical Support with Trusted Conversational AI: Henry Schein One's Success Autopilot	From Conversational AI to GenAI: Your Path to Redefining CX (Opus Research) Thought Leadership	Enlighten Autopilot: Sony's Journey to Intelligent Self-Service with Conversational AI (Sony) Autopilot	Beyond the Basic Bot: ECSI's Data-Rich Revamp with Enlighten Autopilot (ECSI) Autopilot	Mind the Experience Gap with AI (The Standard) Autopilot	The ContactEngine and VGM Homelink Partnership – Transforming Patient Engagement (VGM Homelink) ContactEngine
Agent & Supervisor Augmentation	Guiding Sales Champions: Elevating Westwood's Insurance Team to Success (Westwood) Supervisor	Plating Perfection: Serving Superior CX with CXone Supervisor at Mom's Meals Supervisor	Slopes to Service: Carving the Path to CX Excellence with CXone Supervisor (Alterra Mountain Co) Supervisor	From the Floor Up: How CXone Supervisor Elevated Empire-Today's Service Levels (Empire-Today) Supervisor	Directing FOCUS Where It's Needed Most with CXone Supervisor (EyeCare Partners) Supervisor	Transforming Contact Centers: Harnessing AI for Enhanced Agent and Supervisor Experiences (Lopez Research) Thought Leadership	
Mastering Digital Experiences	Reinventing Healthcare CX: Netsmart's Knowledge Transformation Journey Expert	Digitizing Medicaid Experience with AI (Accenture) ContactEngine	Discussing Digital: Choose Your Channels Wisely (Expivia) Digital Experience	How Hyatt delivers tailored Knowledge to Colleagues with CXone Expert (Hyatt) Expert	From Chatbot to IVR to Social Channels: Lessons on Managing Omnichannel CX (Dominion National) Digital Experience	Accomplishing Cross-channel Digital Conversations: Two Case Studies (Virtuoso) Digital Experience	Innovate or Fall behind, the Critical Role of Digital CX (Everest) Thought Leadership
AI-Driven Customer Analytics	Winning the CX Jackpot with Data-driven Analytics Storytelling (Panel) Enlighten AI for CSAT, Nexidia, Nexidia and QC	Transforming Quality into Voice Intelligence (Realtor.com) Nexidia and QC, Enlighten AI for Sales Effectiveness, Enlighten AI for CSAT	Key Practices of Successful CX Brands for Making AI a Force Multiplier (Metrigy) Thought Leadership	Leaving Nothing to Chance: How Organizations Harness Interaction Analytics for Success (Panel) CXone IA, AutoSum, Feedback Management	Sony's Strategies for Meaningful Engagement and Improved Survey Response Rates (Sony) Feedback Management		TBD
Next-Level Performance	Breaking Silos and Focusing on the User: Revolutionizing Hyatt's CXone Performance Management (Hyatt) Performance Management	Maximizing Performance Potential from the Comfort of Your La-Z-Boy Performance Management	Disney's Magical Performance Management (Disney) Performance Management	Unveiling PayPal's Performance Management Best Practices (PayPal) Performance Management	Game Your Way to the Top: Transform Performance Management with Gamification (Aberdeen) Thought Leadership	TBD	How to Ensure Introducing AI is a Winner (Expivia)
Next-Level Performance 2	Level Up Your Strategy: Performance Best Practices (Customer Panel) PM, Gamification	Leading US Health Insurer WPS Transforms Performance in the Back Office (WPS) WFM,PM,Back office	Key Bank's Strategic Approach to Cloud Adoption (Key Bank) Cloud Recording	Navigating Compliance in a Digital Age (Jackson National Life Insurance) Compliance Management	The Journey From On-Prem to CXone (Customer Panel) Cloud recording / CXone recording	Service Level Consistency and Capacity Management Evolution: Achieving Maximum Efficiency (TD Bank) WFM, EEM	Leveraging Analytics for Enhanced Quality Management (Customer Panel) CXone QM
Workforce Engagement Excellence	Gain Efficiencies Expanding WFM To Multiple LoBs Across Regions (Chewy, DiDi, PayPal) WFM IEX	Caring for and Retaining Agents in the Age of AI (Forrester) Thought Leadership	Empower Employees and Reduce Workload with Automation (ElevanceHealth, FNBO, GoHealth) EEM	Seven Disciplines to Improve Cost Center Operations with CXone WFM (IBM) CXone WFM	Award Winning WFM Practices Enabled by NICE Migration Success (ResultsCX) WFM IEX	True to Interval (TTI): Ride the New Digital WFM Wave with Us (Dutch Railways, Windstream) WFM IEX	WFM Power-Hour: Getting the Most out of NICE IEX (AAA, Conduent, PHI an Exelon company) WFM IEX
The Power of CXone	How FedPoint Crossed the Bridge with CXone (FedPoint) CXone Platform	Unifying Operations: The Cloud Transformation Story at FirstEnergy (FirstEnergy) CXone Platform	How to Handle the Variable Customer Experience Using a Data-Driven Mindset (ICF) CXone Platform	CXone: The Unified Platform Advantage (Customer Panel) CXone Platform	Want Exponential Improvements? Consolidate Data, Interaction Channels, CX Apps (Metrigy) CXone Platform	Toasting to the Success of Outsourced Agents with CXone (Wine Country Gift Baskets) CXone Platform	Rise Up to The CXone Cloud: Behind the Scenes of a CX Transformation (Johnson Controls) CXone Platform

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The Power of CXone II				Connecting Thousands of Employees in Hundreds of Offices (Banco do Brasil - BB) CXone Platform	Helping Communities Thrive: How United Way CT Builds Resilience with CXone (United Way CT) CXone Platform	How Google ChromeOS and NICE CXone Deliver Value to Customers (Google, Expivia, Triple Impact) CXone Platform	Healthcare Case Study: Developing a Successful CX Innovation Strategy (Concentrix) CXone Platform
Government: Seamless Citizen Experiences	An Integrated Front Door to Government for a New Frictionless Citizen Experience (NICE)	Efficient Workforce Strategies: Lessons from the City of Fort Worth k WFM, VRS	Transitioning Our Government Contact Center from Site-Based to Cloud (Contra Costa County) CXone Platform				
Healthcare: Transforming Patient Experiences				Creating Magic Customer Moments in Healthcare (Accenture) Contact Engine, conversational AI, WFM	Deepening Patient Bonds via a Smart Outreach Initiative (VGM Homelink's) Contact Engine	Optimizing Operations for Seamless Patient Engagement (One Medical) WEM, IA, Feedback Management	Data-driven Insights Fuel Enhanced Sales & Service (GoHealth) WFM IEX
CX Education Masterclass I	Custom Evaluation Forms in CXone QM Quality Management	CXone Gamification for Enhanced Employee Experiences CXone Gamification	CXone IA Common Misconceptions and Use-cases CXone Interaction Analytics	CXone Reporting Tips and Tricks CXone Reporting	CXone Studio Tips and Tricks CXone Studio	Gradual Migration to CXone: Using Multi-ACD and Interactions Hub CXone Recording & QM	Telling a Story with CXone Dashboards CXone Dashboards
CX Education Masterclass II	Back-Office Workforce Management Explained NICE IEX WFM	Beyond Data: Transforming Insights into Strategic Action VRS cross-portfolio	Bridging Silos for Unified Digital-First CX VRS cross-portfolio	Efficiency Unleashed: Accelerating Evaluation Times with Structured Queries and Auto-Suggest NICE Quality Central & Nexidia Analytics	Enlightened Insights: Leveraging Enlighten Metrics for Enhanced Analytics Enlighten & Nexidia Analytics	Maximizing Reporting in NICE Quality Central: How to Get to the Data you Want NICE Quality Central	NICE IEX WFM and EEM Moving Forward Together! NICE IEX WFM & NICE EEM
CX Trends & Strategies	How Are Your Customers Impacted By Your CX Strategy? (McGee-Smith Analytics, Panel) Thought Leadership	Industry Trends to Differentiate with AI-Powered Experiences (IDC) Thought Leadership	The Power of Three in Financial Services (NICE, Accenture and Microsoft) Thought Leadership				
CX Innovation In Action	Going with the Flow: Data and Workflows on CXone's Open Cloud Platform (NICE)	How Hyper Awareness Enriches GenAI in CXone Mpower (NICE)	Best Practices to Close the Gap Between Gen AI's Promise and Reality (NICE)	How Does WFM Work in a Digital World? Introducing True to Interval (TTI) NICE	Show & Tell: Unlock Better Bot Answers with CXone Mpower (NICE)	Knowledge and GenAI – What has it Achieved? What Remains to Be Done? (NICE)	Driving Improved Human Conversations with AI (NICE)

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