

EDU DAY

Monday June 10th, 2024

Get valuable, practical knowledge allowing you to extract the most from your NICE solutions.

CX **AI**
Realized



	Session Name	Description	Timeslot
Club One Academy for CX Leaders	CXone Supervisor – Solve for Challenges in the Digital Era	CXone Supervisor Basic Training: Lay the foundation with essential skills every supervisor needs to succeed.	10:00–11:45 AM
	Increase Visibility and Performance with Data Visualization and Gamification	CXone Performance Management (PM) for Supervisors: Drive your team’s performance to the maximum and optimize your team’s productivity with dedicated training on Dashboard, Reporting & Gamification.	1:00–2:45 PM
	Build Quality and Coaching Programs for Success	CXone Quality Management (QM) for Supervisors: Delve into the world of QM and Coaching to learn how to maintain top-notch quality in your team’s performance.	3:15–5:00 PM
CXone ACD	CXone ACD Administration Digital Experience	Discover the CXone Digital Experience setup, starting with the digital-skill set-up in CXone ACD Administrator. Be sure to bring your laptop with CXone user account enabled.	10:00–11:45 AM
	NEW CXone Supervisor with Digital	Experience firsthand the functionality of the New Supervisor Digital Experience. Be sure to bring your laptop with CXone user account enabled.	1:00–2:45 PM
	CXone Agent	Experience hands-on Digital Contact handling with CXone Agent. Be sure to bring your laptop with CXone user account enabled.	3:15–5:00 PM
CXone Digital Experience Start to Finish Web Studio	ACD Administration Digital Experience	Explore the Digital experience from Start to finish, beginning with a Digital chat skill creation in the ACD Administrator. Be sure to bring your laptop with CXone user account enabled.	10:00–11:45 AM
	The Digital Experience in Web Studio	Improve your Digital experience by learning the ins-and-outs of scripting the Digital chat experience in the new Digital Web Studio. Be sure to bring your laptop with CXone user account enabled.	1:00–2:45 PM
	Digital Experience: Additional Configurations and Channels with Best Practices	Finish your Digital Experience by applying some Additional Configurations, additional channels, and best practices. Get ready to apply your Digital knowledge!	3:15–5:00 PM
CXone IVR Development with Studio Intermediate/Advanced	Automatic Speech Recognition Introduction: Setting-up for Success	Join us for a valuable introduction to Automatic Speech Recognition (ASR), setting up for success. Be sure to bring your laptop with CXone user account with Studio application installed.	10:00–11:45 AM
	Automatic Speech Recognition: Grammar Files and Proper Construction	Augment your knowledge of Automatic Speech-Recognition as we explore ASR Grammar files and proper construction. Be sure to bring your laptop with CXone user account with Studio application installed.	1:00–2:45 PM
	Up Level Scripting Through Framework Actions, Workflow Data and Integration	Experience Up-level studio scripting through Framework actions including Workflow data and integration. Be sure to bring your laptop with CXone user account with Studio application installed.	3:15–5:00 PM

**CXone IVR
Development with
Studio**

Introduction to IVR
Development

Uncover the cool applications of Studio as you learn about script branching, including the usage of RUNSCRIPTs and RUNSUBs to simplify your script files. Be sure to bring your laptop with CXone user account with Studio application installed.

10:00-11:45 AM

CXone Studio Intermediate

Learn basic routing principles using CXone Studio environment. Experience what happens when a contact enters a script, and how it flows through various actions. Be sure to bring your laptop with CXone user account with Studio application installed.

1:00-2:45 PM

CXone Studio: Variables,
Snippets and ASR

Take control of your own Studio environment. Augment your existing Studio knowledge by learning about variables and Snippets to consolidate existing Studio Scripts, and ASR. Be sure to bring your laptop with CXone user account with Studio application installed.

3:15-5:00 PM

**CXone Personal
Connection and
Proactive External
Synchronization**

Personal Connections
Fundamentals

Join us to learn about the features available in Personal Connection: We begin with setting up a Personal Connection Skill and assigning users to the skill. Be sure to bring your laptop with CXone user account with Studio application installed and Personal Connection enabled.

10:00-11:45 AM

Personal Connections
Advanced Components

Join us to learn how to upload a calling list, Skill activation and pulling calling records from a CRM database, and automatically upload those records into a Personal Connection calling list. Be sure to bring your laptop with CXone user account with Studio application installed and Personal Connection enabled.

1:00-2:45 PM

Proactive External
Synchronization

Learn the aspects of Proactive External Synchronization as they relate to Personal Connection. Experience with IVR Dev is highly recommended. Be sure to bring your laptop with CXone user account with Studio application installed and Personal Connection enabled.

3:15-5:00 PM

**CXone Quality
Management**

CXone QM: Overview and
Setup, Administration Review
and Form Creation

Experience CXone Quality Management Overview and Set up, including CXone Administration Review and Custom Form Creation. Be sure to bring your laptop with CXone user account with QM enabled.

10:00-11:45 AM

CXone QM: Creating Quality
Plans, Manual Qas and My
Zone

Get hands-on experience creating Quality Plans, Manual QA's and leveraging My Zone. Be sure to bring your laptop with CXone user account with QM enabled.

1:00-2:45 PM

CXone QM: Coaching,
Dashboards and Reporting
and QM for Agents

Learn and experience the ins-and-outs of Quality Management Coaching, Dashboards and Reporting, and Quality Management for Agents. All must-haves for your QM implementation. Be sure to bring your laptop with CXone user account with QM enabled.

3:15-5:00 PM

CXone Reporting

Pre-Built Reports, Custom Reporting and Data Download

Become a reporting Guru, as you learn how to optimize your contact center's data analytics, using CXone Reporting tools such as Pre-Built Reports, Custom Reporting and Data Download. Be sure to bring your laptop with CXone user account enabled.

10:00-11:45 AM

Dashboards for WEM, QM and IA

Experience the deep-dive into reporting for WEM, QM and IA. Make sense of your data, and create useful reports by delving into the data dictionary. Be sure to bring your laptop with CXone user account enabled.

1:00-2:45 PM

Unlock the Secrets of CXone Performance Management

Learn best-practices for achieving outstanding performance results, with a focus on maximizing the value of visualizing, organizing, and sharing your data with CXone PM dashboards. We'll uncover lesser-known CXone Performance Management features and functionalities, including AI-based Desktop Discovery and the robust calculated metrics of Performance Management, and show you how they can supercharge your contact center.

3:15-5:00 PM

CXone Workforce Management

CXone WFM: Overview and Setup

Immerse yourself in the CXone Workforce Management overview and Setup, including CXone Administration, Roles & Permissions, WEM Skills, Activity Codes, ACD Mapping, Scheduling Rules. Be sure to bring your laptop with CXone user account with WFM enabled.

10:00-11:45 AM

CXone WFM: Forecasts, Schedules and RTA

Get hands-on practice using Forecast Set up, Schedule Creation, Schedule Management, RTA, Intraday Management & Dashboards. Be sure to bring your laptop with CXone user account with WFM enabled.

1:00-2:45 PM

CXone WFM: Additional Features

Learn how to use WFM features such as Shift Bidding, Time Off, Managing Requests, Reporting, and My Zone. Be sure to bring your laptop with CXone user account with WFM enabled.

3:15-5:00 PM

LiveVox SmartReach

LiveVox SmartReach: Amplify Outreach Campaigns

Harness the potential of Contact Manager and Segmentation features to orchestrate targeted campaigns that utilize consent, channel preferences, customer insights, and performance history. This workshop will discuss how to use Input Filters to import your customer's data, build custom filters with Segmentation, and create one-time or scheduled Campaigns.

10:00-11:45 AM

LiveVox SmartReach: Navigation Outbound Calling and Compliance Tools

Tour the many outbound calling tools and learn how to simplify your compliance management. This session will walk through how to create HCI, Automated, and Preview Services and how the compliance tools compliment them to mitigate risk.

1:00-2:45 PM

LiveVox SmartReach: Enhance Agent Experience with Desktop Designer

Use Agent Desktop Designer to create a unified experience for your agents and customers. This single pane of glass incorporates your data, historical interactions, and consent management. We will show you how to easily build a new designer desktop highlighting different layouts and functionality.

3:15-5:00 PM

NICE Engage & Compliance Center

Getting Started with NICE Compliance Center

Stay in control and remain compliant with NICE Compliance Center. Deep dive into the Compliance Assurance dashboards as we detail the available widgets and the information they provide. Learn about the actions you can take using Policy Manager when compliance issues are identified. Learn some basic troubleshooting tips and answer some frequently asked questions.

10:00-11:45 AM

Under the Hood - NICE Engage Clustering and Multiple Data Center Solutions

Explore NICE Engage Clustering and Multiple Data Center (MDC) solutions. This session will deep-dive into the Engage Applications, Interactions Center and Reporter Clusters. We will also dive into the SQL Clustering and SQL Always-On solutions. We will cover basic concepts, configuration and some basic troubleshooting.

1:00-2:45 PM

Under the Hood - NICE Engage Media Encryption Solution

Explore how NICE Engage can protect your data and interactions with Media Encryption and Secure Client Communication. Learn how it all works from the basic concepts to configuration and troubleshooting.

3:15-5:00 PM

NICE IEX Workforce Management 1

Best-Practices for Managing Back-Office Performance

When it comes to managing performance and driving results, the Back Office presents special opportunities and challenges. We've got 10 Best Practices focused on "Effective and Efficient" actions managers and agents can take to improve performance and focus on customer needs. Gain understanding on efficiencies for managers to effectively "quick coach" in 1:1's, "fly-bys" or group coaching. Overall, we'll share ways to eliminate common time wasters and show you how others have simplified process to optimize every aspect of performance improvement. For users of all levels.

10:00-11:45 AM

Staffing Tables: Plan for the Unplanned

View different ways to use the Staffing Tables and enter percentages for either MU or MU Sets. Use Staffing Tables view to build tables based on past or future scheduled activities at the interval level. Learn how to build these staffing tables for MU or MU Sets and view the results in the Staffing Tables view. The system uses the MU staffing table percentages for: Scheduling overhead during schedule generation, adjusting to opens in the Intraday, and view staffing limits for Meeting Scheduler. For users of all levels.

1:00-2:45 PM

Interpreting Intraday Results

Intraday view can be daunting to the uninitiated and sometimes knowing the definition of a column isn't enough. Focusing on interpretation rather than detailed data definition, this session will steer you thru the volume of data to make intelligent, impactful decisions. For users of all levels.

3:15-5:00 PM

**NICE IEX
Workforce
Management 2**

WebStation and EEM
Better Together!

Understand how to expand WebStation's capabilities using EEM, from automated swaps and absence requests to real-time adherence alerting and automated extra hours/time off availability. Even though some features seemingly overlap, EEM has taken swaps, absence requests, real-time alerting, and extra hours/time off management to the next level, not to mention the improved user experience including the mobile app. WebStation is still the way to go for activity reminders, RTA, long-term Time Off Management, and more.

10:00-11:45 AM

Real-time Adherence
Taken to the Next Level:
from Passive to Active
Alerting

Our renowned RTA screen in RCP and Supervisor WebStation has just got better with EEM's capability to alert agents, supervisors, and WFM Team in real-time when agents are absent, out of adherence, working unscheduled hours, and more. To top it all, EEM also has Adaptive Events to adjust breaks, lunches, and any other schedule activities within a given threshold.

1:00-2:45 PM

NICE IEX WFM, ESP and
EEM Come Together to
Sweeten the Suite!

WebStation's Personnel Planner has advanced to the next-level in the form of ESP (Enhanced Strategic Planner), incorporating additional capabilities such as reverse-solving and use of MUs for better capacity planning. Coupled with our core WFM to power forecasting, scheduling, monitoring, and reporting, and EEM to power short-term staffing optimization, ESP joins our suite to help take capacity planning to the next level.

3:15-5:00 PM

**NICE Nexidia
Analytics**

AutoDiscovery
Unleashed: Shed Light
on Unseen Insights and
Eliminate Blind Spots

Experience the transformative power of AutoDiscovery. With its advanced algorithms, AutoDiscovery reveals patterns and trends, eliminating blind spots in your data analysis. Harness these newfound insights to make informed decisions and drive your business analytics with confidence.

10:00-11:45 AM

Exploring Insights:
Mastering Data Analysis
Through Dynamic
Searches with Explore

Gain Insights using the Explore tool. This session delves into the power of dynamic searches facilitated by the Explore tool. Learn about various data analysis methodologies, identify criteria for high-quality datasets, and uncover actionable insights. Utilize Explore searches to build informative dashboards for comparative analysis across datasets.

1:00-2:45 PM

Reports, Dossier
Worksheets, Database
Objects: Navigating the
Landscape of Dossier
Dataset Creation

Discover the intricate ecosystem of reports, dossier worksheets, and database objects, delving into their best-practices and limitations. Uncover the optimal ways to leverage each component, while also understanding their boundaries and constraints. Learn how to extract maximum value from your datasets.

3:15-5:00 PM

NICE Quality Central	Utilizing NICE Quality Central to Improve Evaluator Accuracy & Coaching	In this training session we will cover tools that will help improve evaluator accuracy. These tools include Audit the Auditor, Calibrations, and our new Evaluator Review. In addition, we will cover our new group coaching process.	10:00-11:45 AM
	Experiences: Using Experiences to Enhance Quality	In this session you will learn about the new Experience functionality and how to incorporate Experiences in your QA Process.	1:00-2:45 PM
	Enlighten: How to Drive Coaching with Automated Scoring	Curious about Enlighten? This session will review exactly what Enlighten is and how to leverage this automated scoring tool into your quality and coaching process.	3:15-5:00 PM
Value Realization Services	KPI Paradigm Shift	Pairing traditional KPIs with today's Digital advancements is like attaching a sundial to a smartwatch: directionally correct but lacking precision. This session explores how to transition KPIs and introduces new concepts like VOI, KDIs and process-based analytics, and new KPIs like MHT, HTSF, MedDev. You can precisely enhance customer experience and boost profitability, ensuring your strategies are not just keeping pace, but leading the charge.	10:00-11:45 AM
	Finding and Prioritizing Improvement Opportunities	Dive into the heart of operational excellence without falling into the trap of 'fixing what isn't broken.' This session illuminates how to navigate the complex maze of KPIs and their interdependencies, focusing on identifying and prioritizing real improvement opportunities. With dynamic tools and use-cases, learn how to optimize what truly matters, steering clear of unintentional disruptions to well-functioning systems. Elevate your strategy to ensure meaningful enhancements across the customer journey.	1:00-2:45 PM
	Beyond Tech: Transforming Through Change Management, Coaching & Governance	Achieving successful transformation hinges on more than just technology—it requires adept change management, effective coaching and robust governance. This session delves into fostering a culture primed for continuous improvement, crucial for long-term success beyond initial implementation. Uncover how to ensure your investment flourishes by creating an organization that embraces change, with practical tactics, essential questions, and actionable insights for propelling your organization to enduring	3:15-5:00 PM