VERINT

USER
FORUMS

23 March 2017

Workforce Management
Quality Management
Speech Analytics

Quality Management
User Forum Agenda

23 March 2017

9:30	Registration & Coffee
10:00 – 10:30	Welcome & Introductions
10:30 – 11:00	Best Practice – QM Analysis Reports
11:00 – 11:30	New Features and Roadmap
11:30 – 12:00	Customer Case Study – Motability Operations
12:00 – 12:30	LUNCH
12:30 – 14:00	Ask the Experts Open Clinic
14:00 – 14:15	BREAK
14:15 – 15:30	"How do you handle disputes/appeals for Quality"
15:30 – 16:00	Wrap and Close

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