

VERINT USER FORUMS



Today's Agenda 15 March 2018, London

LORD 1

LORD 2

LORD 3

CHANCELLOR 2

QM	SA	WFM	EG
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10:00

Welcome and Introductions

10:20

New Features and Roadmap	Text Analytics Demo	New Features and Roadmap	Back Office Forecasting
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11:20

Break

11:30

Applying Business Rules and Logic to Quality	Customer Case Study	Back Office Planning	Principles of Operational Management
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12:00

NHS Customer presentation	Open Topic Discussion for Upcoming User Forums 2018	Ask the Experts	
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12:15

Lunch

13:15

Ask the Experts	Breakout Reporting & Phonetic Boosting in Connected Mode	KPI/Reporting/Metrics Embarassing Bodies	Customer Case Study
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14:30

Break

14:45

Ask the Experts Game	Ask the Experts Game	Ask the Experts Game	Ask the Experts
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15:45

Wrap up and Close	Wrap up and Close	Wrap up and Close	eg Version 10 Update
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