



## 9 September: Business Partner Day Agenda

12:30 – 13:00		Registration & Light Lunch	
	Solutions Track	Sales Track	
13:00 – 13:15	<b>Welcome Address:</b> Cameron Adams, Director – Solutions	<b>Welcome Address:</b> Gerry Tucker, Managing Director, ANZ	
13:15 – 14:00	<b>Smart Digital Conversations</b> Cameron Adams, Director - Solutions	<b>Perfecting Customer Experience with NICE Portfolio</b> Christopher Main, Business Consultant	
14:00 – 14:45	<b>Flexible Work and Happy Agents</b> Christopher Main, Business Consultant	<b>Smart Digital Conversations</b> Cameron Adams, Director - Solutions	
14:45 – 15:15		Coffee Break	
15:15 – 16:00	<b>Let's Talk CXone Delivery</b> Marina Stacey, Division Director, Services	<b>Your Analytics Swiss Army Knife</b> Christian Wright, CEA Sales Specialist	
16:00 – 16:45	<b>Analytics: The Nexidia Advantage</b> Christian Wright, CEA Sales Specialist	<b>Workforce Optimisation-Re-invigorating the conversation with NICE</b> Nadia Younan, APAC WFO Solutions Manager	
16:45 – 18:00		Networking Drinks	

Agenda is subjected to changes