

10 September: Conference Day Agenda

08:00 – 10:45	Registration + Solution Showcase		
	General Session		
09:00 – 09:15	Welcome Address Gerry Tucker, Managing Director, ANZ		
09:15 – 10:00	Featured Keynote: Brett Theisen, Vice President, Channels, NICE		
10:00 – 10:45	Featured Keynote		
10:45 – 11:15	Coffee Break + Solution Showcase		
11:15 – 12:00	Featured Keynote with NICE Customer: Tracy Duthie, Head of Service Department, 2degrees Mobile Limited		
12:00 – 12:30	NICE CX Excellence Awards		
12:30 – 13:45	Lunch + Solution Showcase		
	Making Smart Connections with Analytics & Quality Management	Smart Digital Conversations	Driving Employee Engagement
13:45 – 14:30	Delight Your Customers in the Experience Economy Peter Lang, Director, Voice Analytics, Deloitte	Digital-first Customer Service: The Future is Here Today Cameron Adams, Director – Solutions, NICE	Driving Your Employee Engagement Journey Christopher Main, Business Consultant, NICE
14:30 – 15:15	Managed Analytics Services David Moffatt, Manager Resource and Planning Workflow, Energy Queensland	Customer Success Story	Creating Your Actionable Plan to Employee Engagement Success Chris Luxford, Senior Partner, The ASPIRE! Group, LLC
15:15 – 15:45	Coffee Break + Solution Showcase		
15:45 – 16:30	Analytics & Quality Management: Vision & Roadmap Christian Wright, CEA Sales Specialist, NICE	Customer Success Story	Driving a Proactive Compliance Culture with NICE Quality Central Efrat Kanner-Nissimov, Director, MCR Marketing, NICE
16:30 – 17:15	How NICE Nexidia Became a Market Leader Abby Monaco, Senior Product Marketing Manager, NICE	Future of CXone Hugh David Smith, Product Management Director, NICE	Digital Transformation and Workforce Management - Are You Ready? Nadia Younan, APAC WFO Solutions Manager, NICE
17:15 – 18:00	Solution Showcase		