

AGENDA

SUNDAY, OCTOBER 22

1:00 PM: Registration for Contact Center Manager Certification & Early Registration

2:00 PM - 5:00 PM: Contact Center Manager Certification Training

MONDAY, OCTOBER 23

8:00 AM: Networking Breakfast Sponsored by Co-op Solutions

9:00 AM: Welcome

9:15 AM: Amanda Hillmann, Co-op

Co-op Contact Center: Personalized Help for Your Members

9:30 AM: Opening Keynote - Dr Jermaine M. Davis

Succeeding with Communication, Cooperation & Collaboration

10:30 AM: Networking Break Sponsored by Tethr

11:00 AM: Session Host Tethr

11:10 AM: John Findlay, LemonadeLXP

Driving Operational Efficiencies While Delighting Staff & Members

11:30 AM: Buster Hansen, Enghouse Interactive

Self-service, Bots, and AI in a Member-Centric Credit Union

11:45 AM: Networking lunch Sponsored by Enghouse Interactive

1:00 PM: Workshop

2:00 PM: Milind Borkar, Illuma

The Real Cost of Contact Center Authentication

2:20 PM: Break

2:30 PM: Breakout Sessions:

1. Peter Berbee, *Top Tips for Credit Unions to Maximize Impact to Members and Agents*
2. Rick DeLisi, *3 Secrets for Getting Digital Interactions Right EVERY Time*

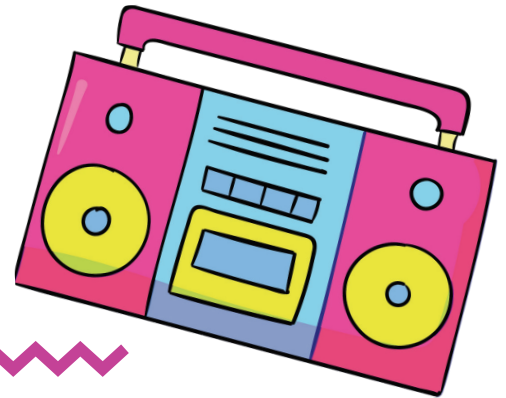
3:00 PM: Networking Break Sponsored by Innovis

3:30 PM: Innovis General Session

3:40 PM: Roundtable Discussions - Peer-to-Peer

6:00 PM: Songblast Entertainment Night

2 killer voices. 2 guitars. 2 much fun.



TUESDAY, OCTOBER 24

8:00 AM: Networking Breakfast Sponsored by Invo Solutions

9:00 AM: Welcome

9:15 AM: Jake Martin, Invo Solutions

The Unified Member Channel: Physical to Digital Branches

9:30 AM: Keynote - Jill Nowacki

Talent Shortage Myth or Reality

10:30 AM: Networking Break Sponsored by Callfinder

11:00 AM: Laura Noonan & Chip Hoffman, Callfinder

5 Reasons to Get Your QA Out of The 1990s: What's at Risk with Manual Call Reviews?

11:10 AM: Aaron Will & Alfredo Rizzo, TTEC-Digital

AI 201 for CU Contact Centers

11:30 AM: TekChoice Demo

11:45 AM: Networking Lunch Sponsored by TekChoice

1:00 PM: Panel

2:00 PM: Michael Kropidlowski, Kore.AI

Don't Break the Bank: Creating Exceptional Member Experiences for Less

2:20 PM: Breakout Sessions:

1. Aaron Will & Alfredo Rizzo, *AI 201 for CU Contact Centers*
2. Milind Borkar, *Passive Voice Authentication for Contact Centers: Shorter Calls, Better Security, Easier Banking*
3. Rini Fredette, *Putting Speech Analytics to Work for Your Contact Center*

3:00 PM: Networking Break Sponsored by injixo and The Call Center School

3:30 PM: injixo and The Call Center School Demo

3:40 PM: Roundtable Discussions - Peer-to-Peer

5:00 PM: Enjoy Vegas on your own!

WEDNESDAY, OCTOBER 25

8:00 AM: Welcome & Networking Breakfast

9:15 AM: Posh Demo

9:30 AM: Keynote - Bruce L. Belfiore, BenchMarkPortal

Benchmarking Credit Union CX: Five Best Practices for Your Contact

10:30 AM: Rini Fredette, PSCU

Keeping Up with Technology and Innovation

10:50 AM: Break

11:00 AM: Pindrop General Session

11:20 AM: Exhibitor Drawings & Closing Remarks

1:00 PM - 4:00 PM: BenchmarkPortal Contact Center Manager
Certification Training

