

# AGENDA

## 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: Jason White, Tethr

*Uncovering Member Insights to Improve the Metrics that Matter*

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: DEI Panel

2:00 PM: Milind Borkar, illuma

*The Real Cost of Contact Center Authentication*

2:20 PM: Break

2:30 PM: Breakout Sessions:

- Peter Berbee, *Top Tips for Credit Unions to Maximize Impact to Members and Agents*
- Rick DeLisi, *3 Secrets for Getting Digital Interactions Right EVERY Time*
- Meg Stensrud & Dave Dalebroux, *Combatting the Weaponization of Contact Centers & IVRs: Strategies and Solutions*

3:00 PM: Networking Break Sponsored by Innovis

3:30 PM: Shawn Tanferi & Jim Lusk, Innovis

*Elevating Member Experiences: Battling Fraud and Boosting Authentication*

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

6:00 PM: Songblast Entertainment Night

*2 killer voices. 2 guitars. 2 much fun.*



# AGENDA

## 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

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

11:10 AM: Alfredo Rizzo, TTEC-Digital

*AI 101 for CU Contact Centers*

11:30 AM: Candy Valadez, TekChoice

*Cloud-Based Contact Center Capabilities for Inbound and Outbound Member Interactions.*

11:45 AM: Networking Lunch Sponsored by TekChoice

1:00 PM: Retention Workshop - Jill Nowacki

2:00 PM: Michael Kropidlowski, Kore.AI

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

2:20 PM: Breakout Sessions:

- Aaron Will & Alfredo Rizzo, *AI 201 for CU Contact Centers*
- Milind Borkar & Terri Evans, *Passive Voice Authentication for Contact Centers: Shorter Calls, Better Security, Easier Banking*
- 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: Michael DeGraff & Simon Waldron, injixo & The Call Center School

*CU Contact Center Member Experience: An Art AND a Science*

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

5:00 PM: Enjoy Vegas on your own!



# AGENDA

## WEDNESDAY, OCTOBER 25

8:00 AM: Welcome & Networking Breakfast

9:15 AM: Ryan Warfield and Kathy Sianis, Posh

*Revolutionize Frontline Operations with AI-Powered Knowledge Management*

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: Meg Stensrud & Dave Dalebroux, Pindrop

*How Your Contact Center & IVR are Being Weaponized*

11:20 AM: Exhibitor Drawings & Closing Remarks

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

