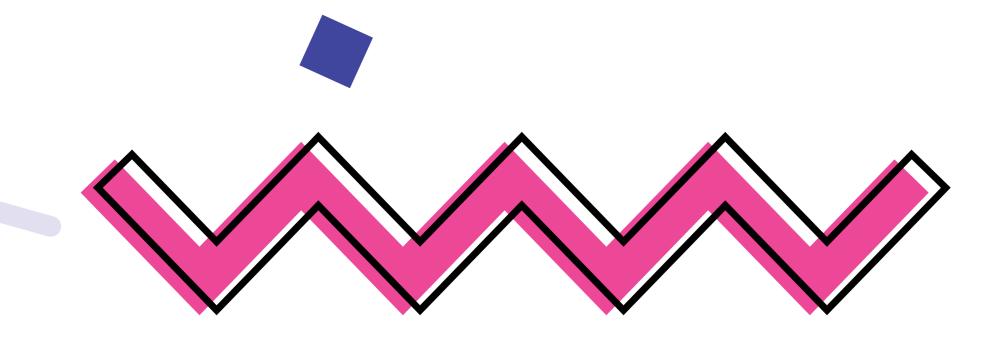
AGENDA



MONDAY, OCTOBER 23 VVVVV

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 & Member

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



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

Al 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

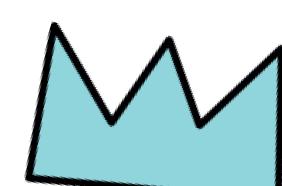
3:00 PM: Networking Break Sponsored by injixo and The Call Center School

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!











WEDNESDAY, OCTOBER 25 VVVV

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

