

# It takes one

to deliver exceptional customer experiences

**ROADSHOW:** Minneapolis • Dallas • Phoenix • Orlando



**ROSS SHAFER**  
Customer Experience Expert,  
Best Selling Author and TV Host

## AGENDA

8:30 a.m. - 9:00 a.m.	Breakfast and Registration
9:00 a.m. - 10:00 a.m.	How the best organizations in the world drive customer loyalty, revenue and profit presented by Ross Shafer with Q&A
<b>Break</b>	
10:15 a.m. – 11:00 a.m.	NICE and inContact, Elevate Your Customer Service to the Cloud
11:00 a.m. - 11:45 a.m.	NICE and Nexidia, Analytics Everywhere

## Locations

### Orlando, FL

October 12, 2017

Disney's BoardWalk Resort

**Address:** 2101 N. Epcot Resorts Blvd  
Lake Buena Vista, FL 32830

**Parking:** Complimentary Parking Onsite  
\*Breakfast and refreshments will be served  
\*Includes lunch and networking with NUG

### Minneapolis, MN

October 3, 2017

Target Headquarters (Brooklyn Park)

**Address:** 7000 97th Ave N.  
Brooklyn Park, Minnesota 55445

**Parking:** Complimentary Parking Onsite  
\*Breakfast and refreshments will be served  
\*Includes lunch and networking with NUG

### Philadelphia, PA

September 13, 2017

The Ritz Carlton Philadelphia

**Address:** 10 Avenue Of The Arts  
Philadelphia, PA 19102

**Parking:** NICE Hosted Valet Parking  
\*Breakfast and refreshments will be served

### Dallas, TX

October 4, 2017

The Westin Galleria Dallas

**Address:** 13340 Dallas Parkway  
Dallas, TX 75240

**Parking:** Complimentary Parking Onsite  
\*Breakfast and refreshments will be served

### New York, NY

September 14, 2017

New York Hilton Midtown

**Address:** 1335 Avenue of the Americas  
New York, NY 10019

**Parking:** NICE Hosted Valet Parking  
\*Breakfast and refreshments will be served

### Phoenix, AZ

October 5, 2017

Phoenix Marriott Tempe at The Buttes

**Address:** 2000 W Westcourt Way  
Tempe AZ, 85282

**Parking:** Complimentary Parking Onsite  
\*Breakfast and refreshments will be served

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