

Contact Center
Work From Home - Best Practices
VIRTUAL EVENT

AGENDA | MARCH 31ST, 2020

TIME (ET)	CONTENT
10:00 a.m. – 10:05 a.m.	Welcome and event agenda
10:05 a.m. - 10:30 a.m.	Transitioning your contact center to work from home <i>Chris Bauseman, VP, Segment & Product Marketing, NICE inContact</i>
10:30 a.m. - 11:00 a.m.	Setting up the Foundation for Work From Home <i>Chris Romrell, Manager Technical Account Management, NICE inContact</i>
11:00 a.m. – 11:10 a.m.	Q&A
11:10 a.m – 11:20 a.m.	Break
11:20 a.m. – 11:50 a.m.	Work From Home: A WFM Perspective <i>Paul Chance, Sr. Product Marketing Manager, NICE</i>
11:50 p.m. - 12:00 p.m.	Q&A
12:00 p.m. – 12:30 p.m.	Managing Home Agents Performance <i>Lauren Maschio, Sr. Product Marketing Manager, NICE</i>
12:30 p.m. – 12:40 p.m.	Q&A
12:40 p.m. - 1:00 p.m.	Break
1:00 p.m. – 1:30 p.m.	Customer Panel: WFH Transition - Lessons Learned (Frontline, Trupanion) <i>Jill Blankenship, CEO, Frontline Group LLC</i> <i>Ryan Olson, Manager, Contact Center Technology and Analytics, Trupanion</i> <i>Laura Bassett, Sr. Director, Product Marketing, NICE inContact</i>
1:30 p.m. – 1:50 p.m.	Q&A
1:50 p.m. – 2:00 p.m.	Summary and Closing

Best practices resources will be available to you during and following the session.