

PREPARING FOR THE FUTURE OF WFM

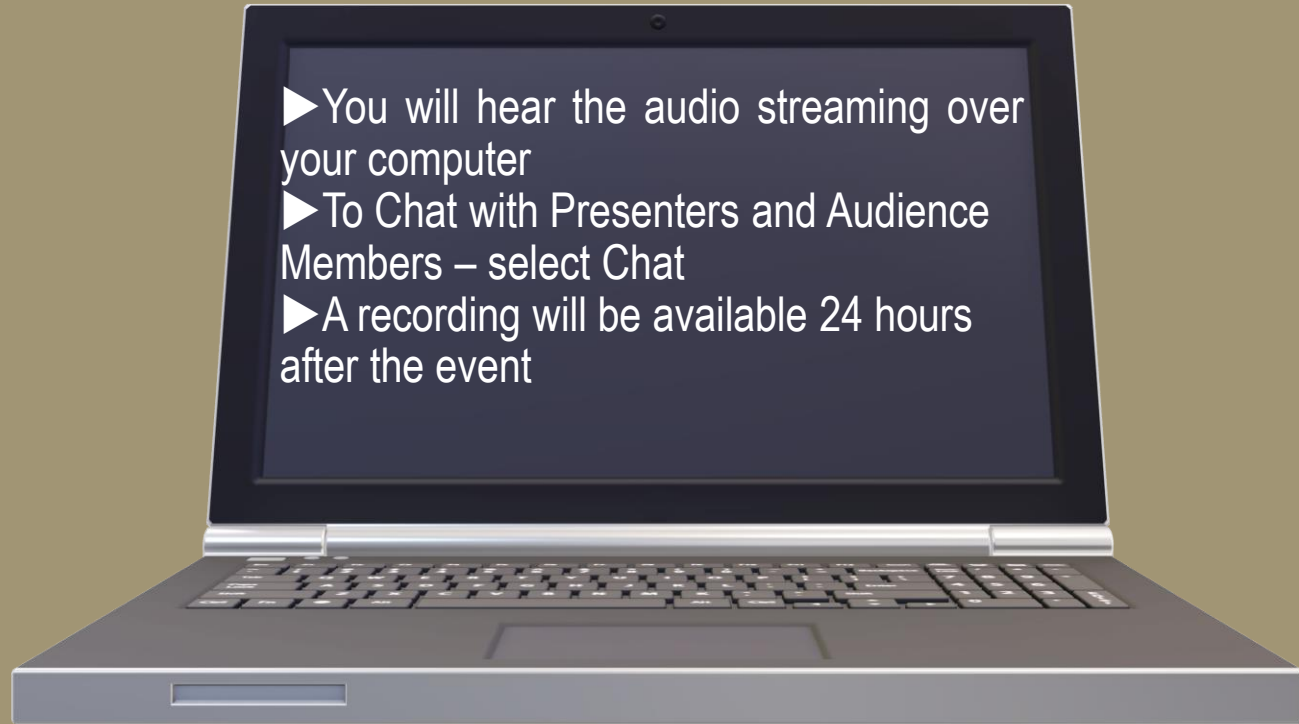
**Andrea Matsuda,
Head of Product
Marketing,
Workforce
Management,
NiCE**



**Mike Moore,
GVP of Product
Management,
Verint**



- ▶ You will hear the audio streaming over your computer
- ▶ To Chat with Presenters and Audience Members – select Chat
- ▶ A recording will be available 24 hours after the event



NiCE

Preparing for the Future of Workforce Management

Andrea Matsuda, Head of Product
Marketing WFM, NiCE



agenda

- Market Trends
- How AI is impacting our human agents
- The role of AI in Workforce Management
- Key take-aways

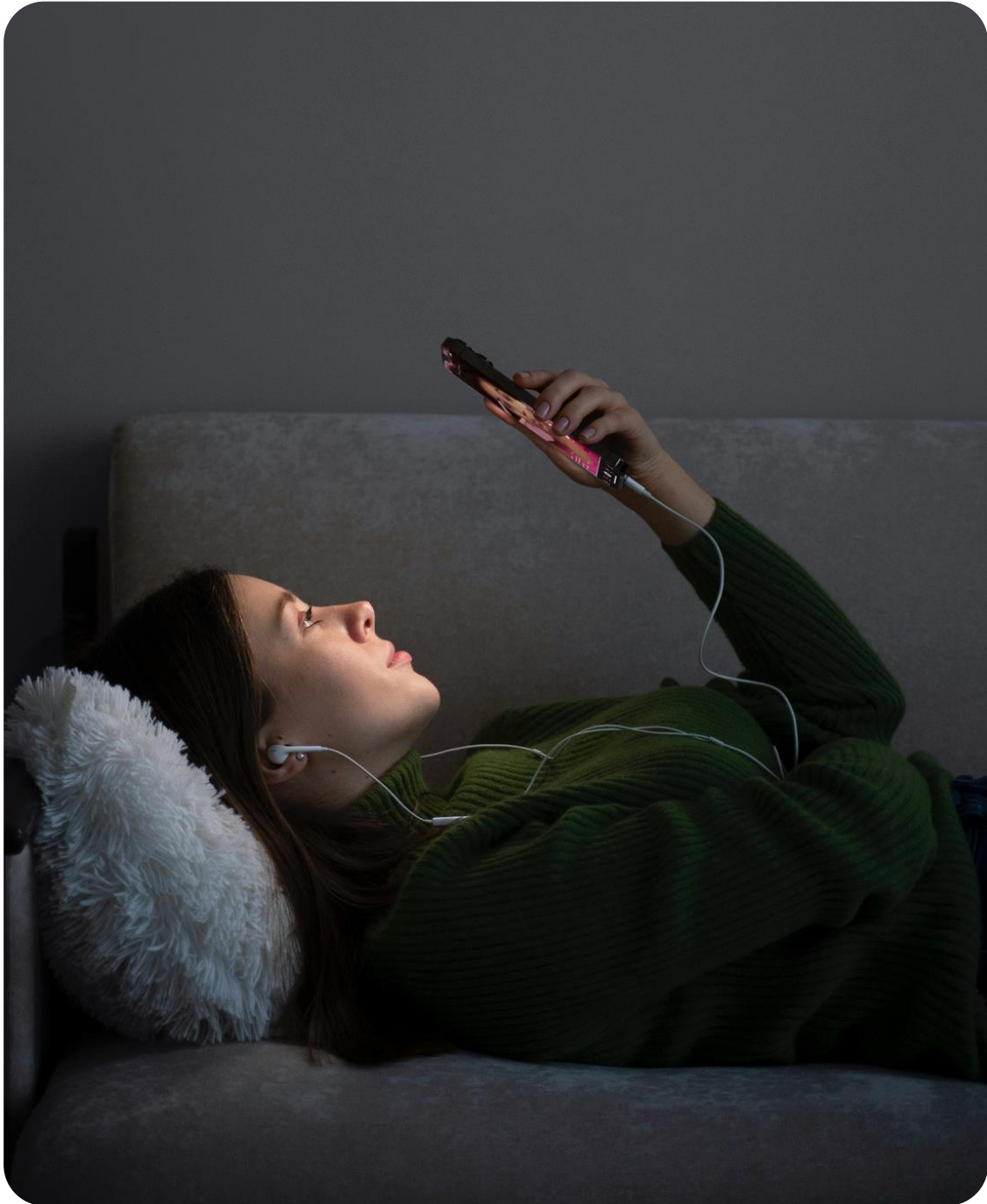
Retaining top talent

With more complex work reaching human agents, how do we retain top talent?

Proven

Reliable





The average attrition rate in a contact center last year was 39%



Attrition is **4.75%** higher in contact centers compared to the back office



85% of respondents said attrition was voluntary



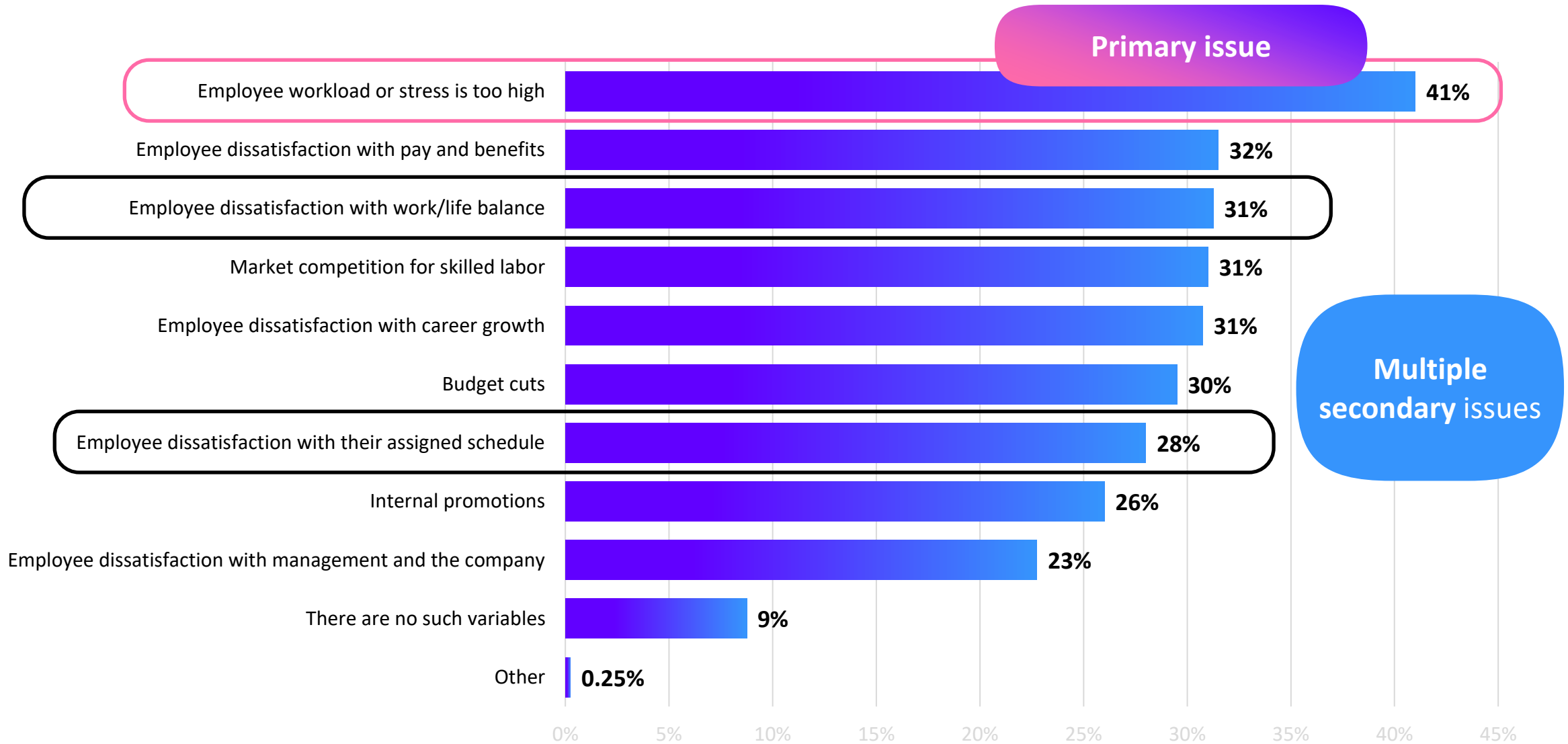
Back office average attrition was **34%** (down from 47% the previous year)



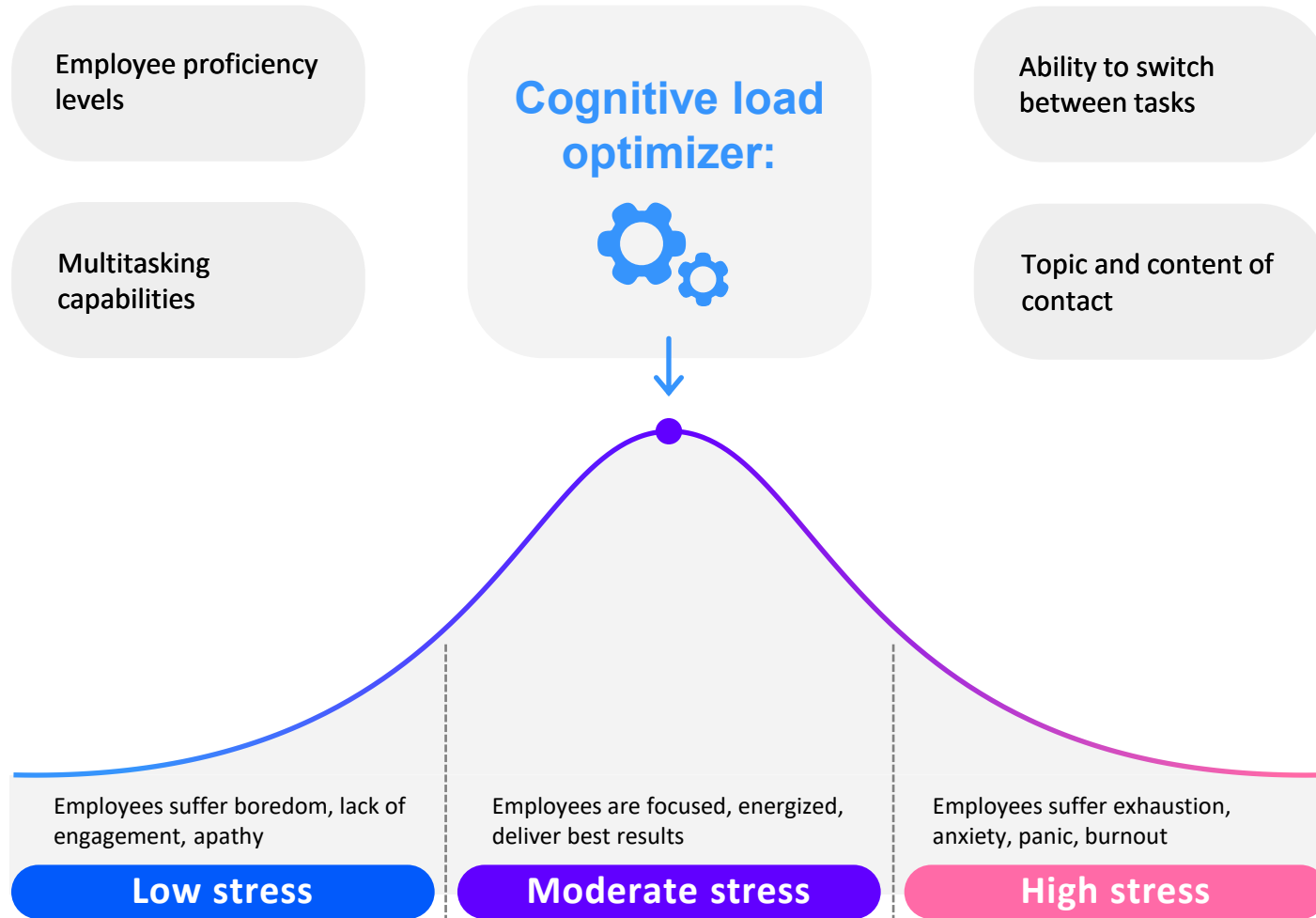
What are you doing to retain your employees?



What variables impact attrition



Consider cognitive load



41%

attribute **employee workload and stress** as a primary factor for attrition

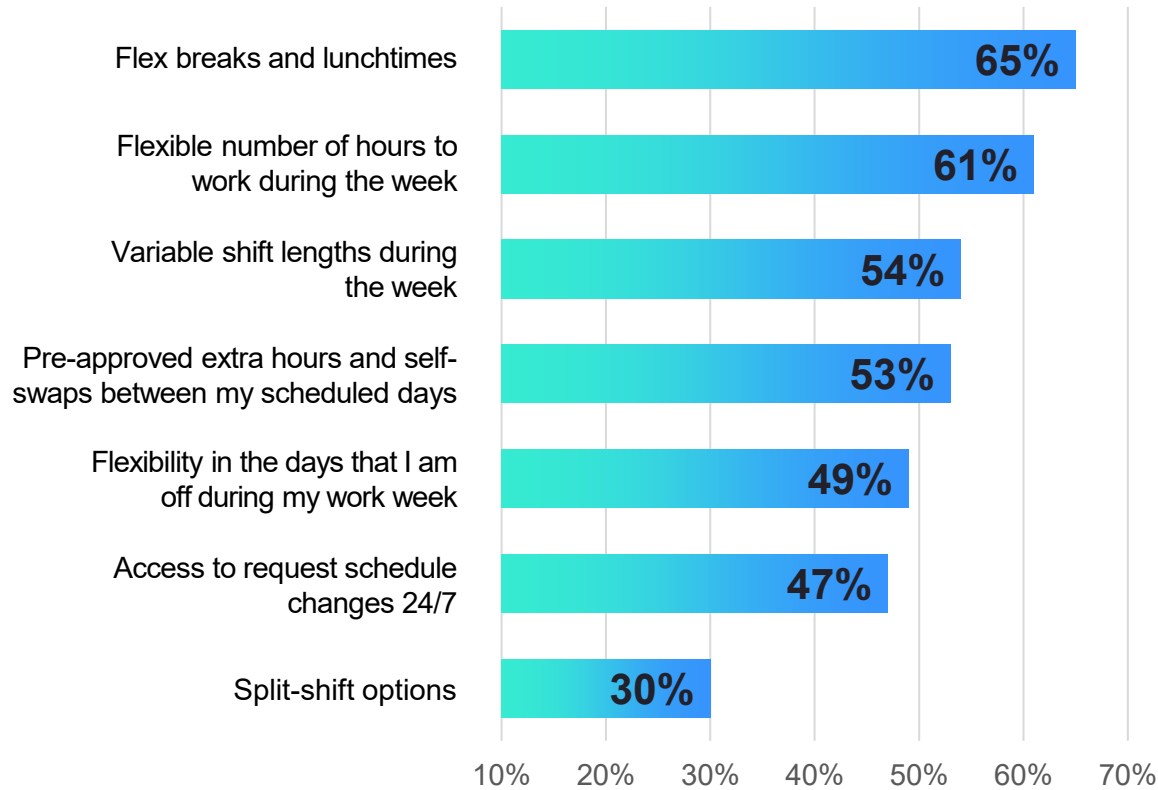


**Happier
healthier agents**



**Better customer
service**

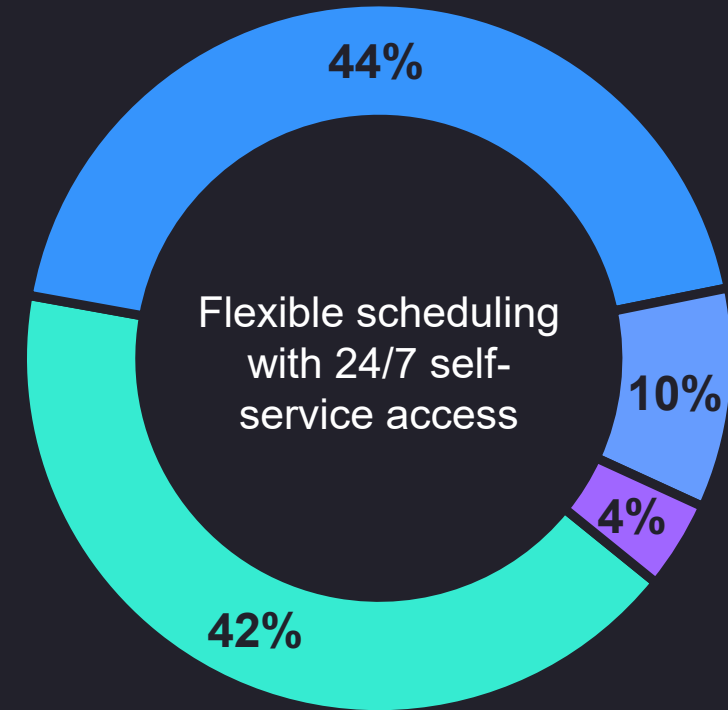
Flexible scheduling is critical for agents



The most important aspects of flexible scheduling

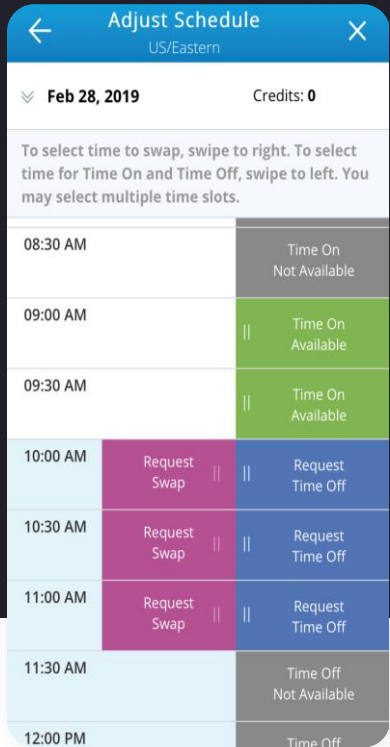


● High impact ● Moderate impact ● Low impact ● No impact

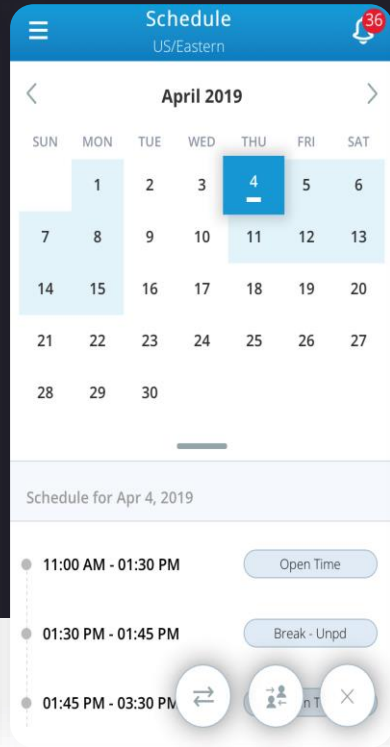


Factors that affect the decision to keep a position

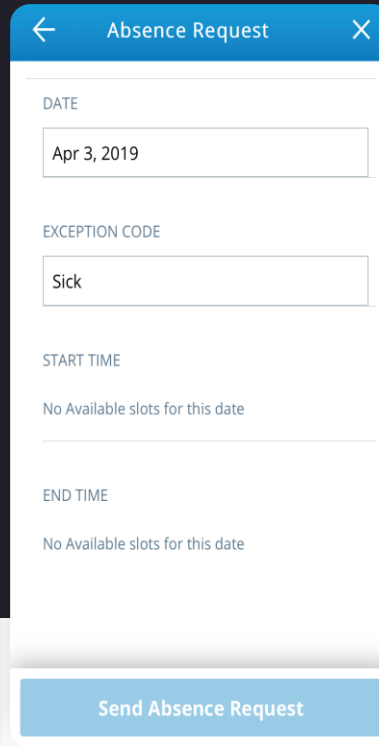
Make employees WFM partners



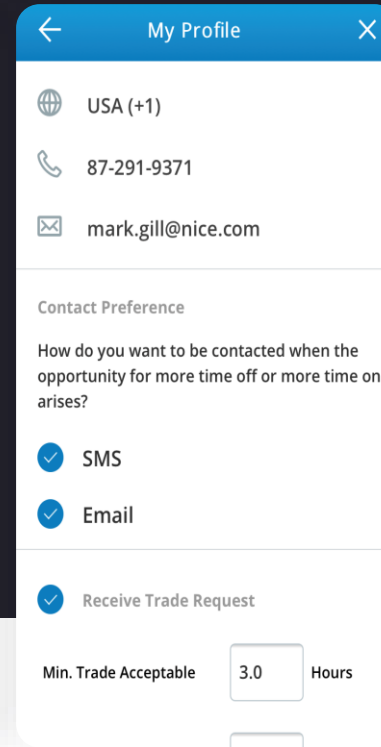
Employees visibility into staffing needs



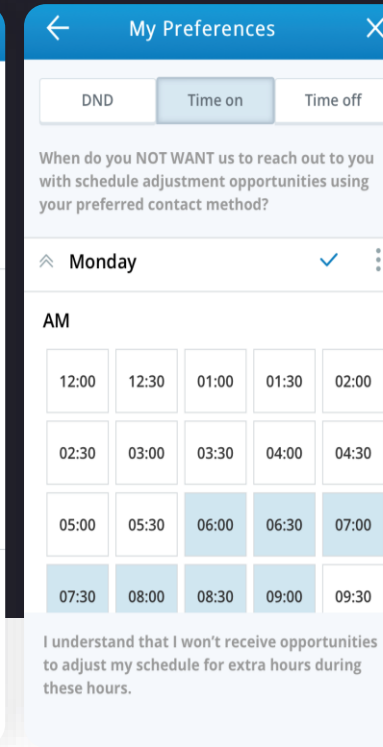
Secure mobile access to schedule view*



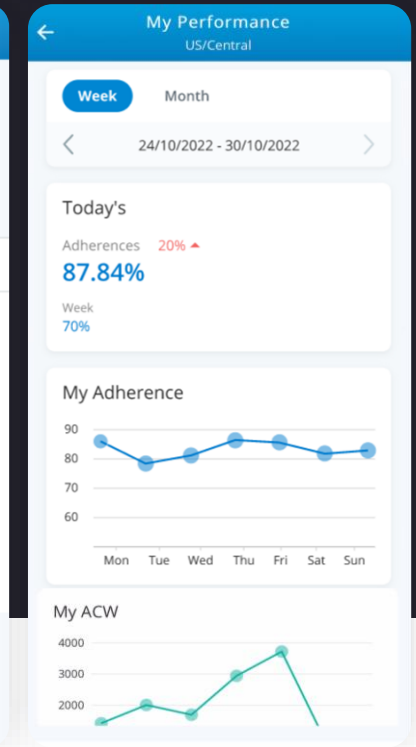
Request absence easily and update WFM automatically



Employees controlled contact preferences



Employees controlled time on / time off / DND preferences



Performance mobile view

*SSO and bio-authentication

First National Bank of Omaha



About

First National Bank of Omaha (FNBO) is one of the largest privately held banks in the U.S., offering personal, business, and commercial banking services with a strong emphasis on customer care and innovation.



GREAT stats

FROM 6% TO 4.5%
drop in absenteeism

30% contact center workforce enrollment in Flex

REDUCTION

In absenteeism and agent burnout

NiCE solutions

- [NiCE IEX Workforce Management](#)
- [NiCE Employee Engagement Manager](#)
- [NiCE Enhanced Strategic Planner](#)

Challenge

FNBO's traditional, fixed scheduling model was struggling to meet the needs of a changing labor market. During the COVID-19 pandemic, hiring and retention dropped as applicants—often students or work-from-home parents—found it difficult to commit to rigid shifts. The company realized it needed a more flexible approach to attract and retain top talent while maintaining coverage and operational efficiency.

Solution

By adopting NiCE IEX Workforce Management and Employee Engagement Manager, FNBO launched a successful Flex scheduling program that gave agents greater control over their hours and improved business responsiveness. The program not only reduced absenteeism and attrition but also transformed the company's workforce management team into strategic planners. With real-time forecasting and seamless scheduling tools, FNBO is now exploring AI-powered options to take Flex to the next level.

Lower attrition and FMLA
usage is down among flex staff



Improved operational agility
using forecast and WFM data



"We're really proud of what we've done with EEM. We've stretched it beyond what it was originally built for and created a dynamic model that empowers our agents and enhances our business."

—LAUREN YOUNG
Workforce Management Analyst
FNBO

INDUSTRY FINANCIAL SERVICES

LOCATION HEADQUARTERED IN OMAHA, NE

SIZE ~500

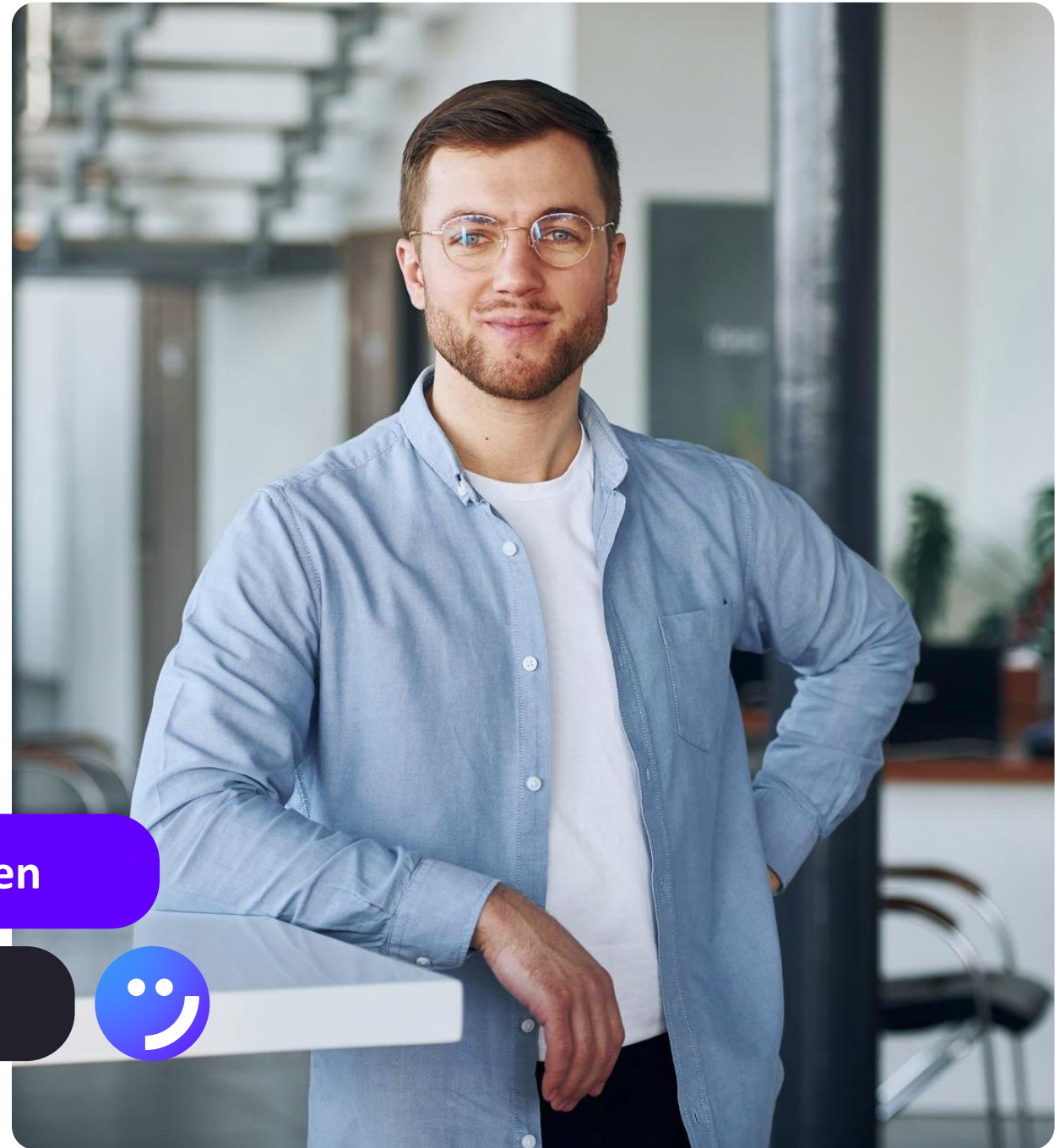
WWW.FNBO.COM

Retaining top talent

How AI is augmenting the role of Workforce Managers

Proven

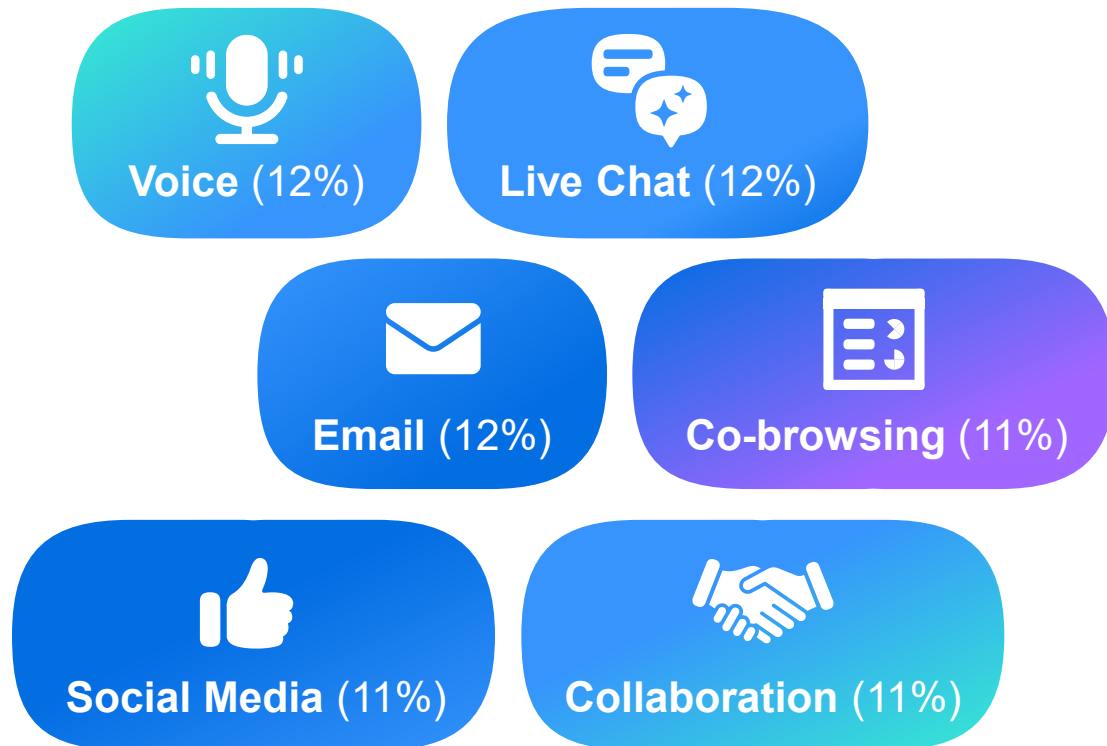
Reliable



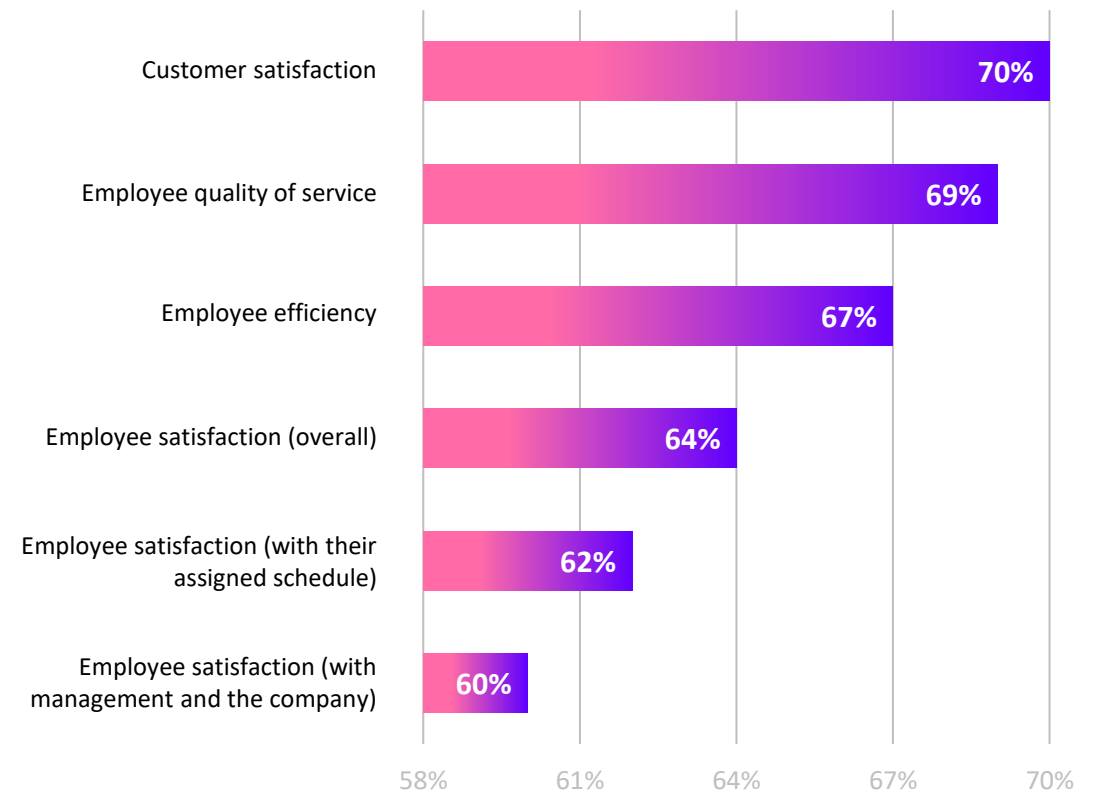
Challenges organizations have experienced in the multichannel environment



Accuracy of staffing forecasts / mean percentage of accuracy (by channel)

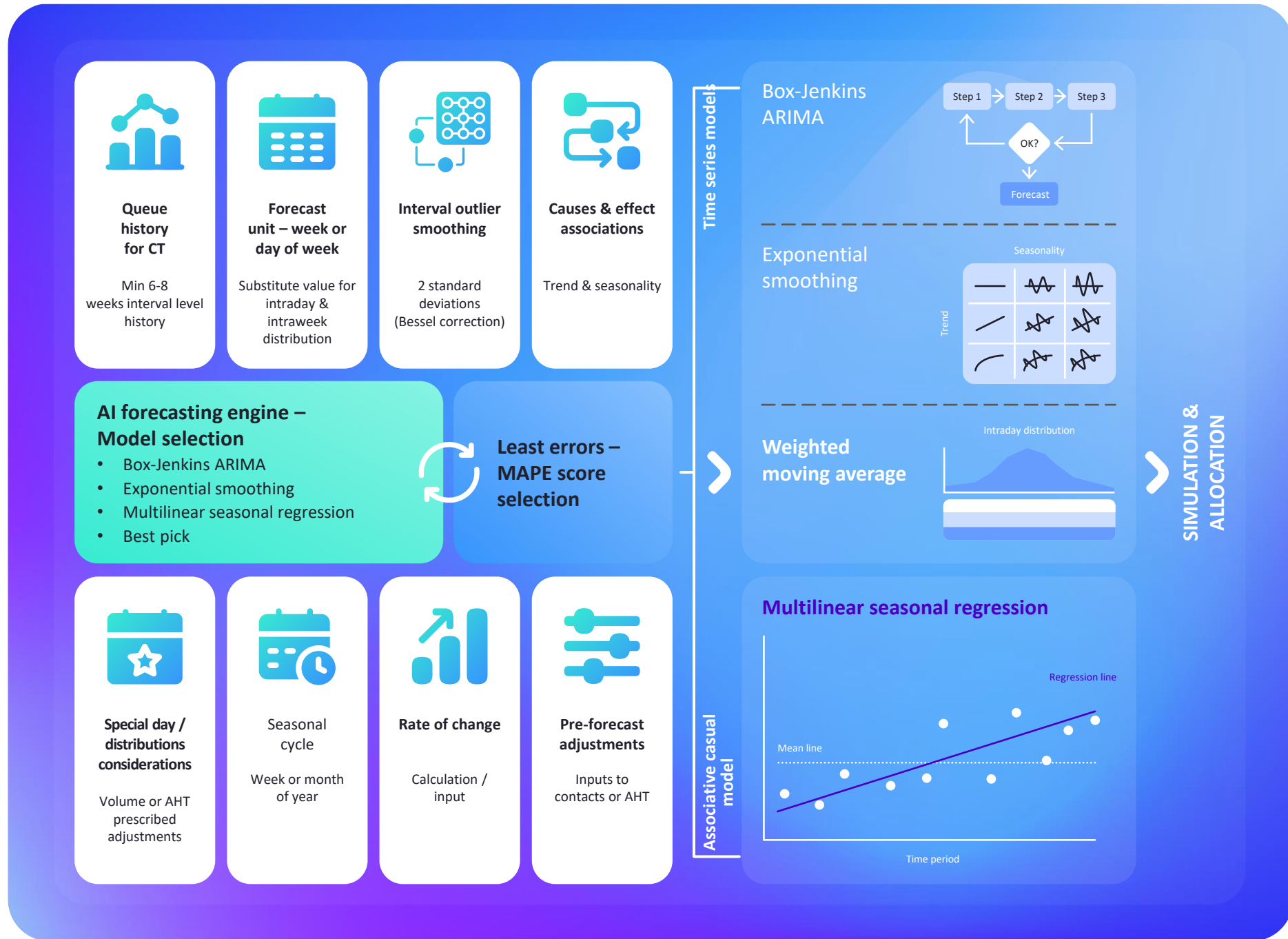


Areas that have improved as a result of adopting new support channels



AI forecasting Best Pick

AI Forecasting
Multiple models for omnichannel environments

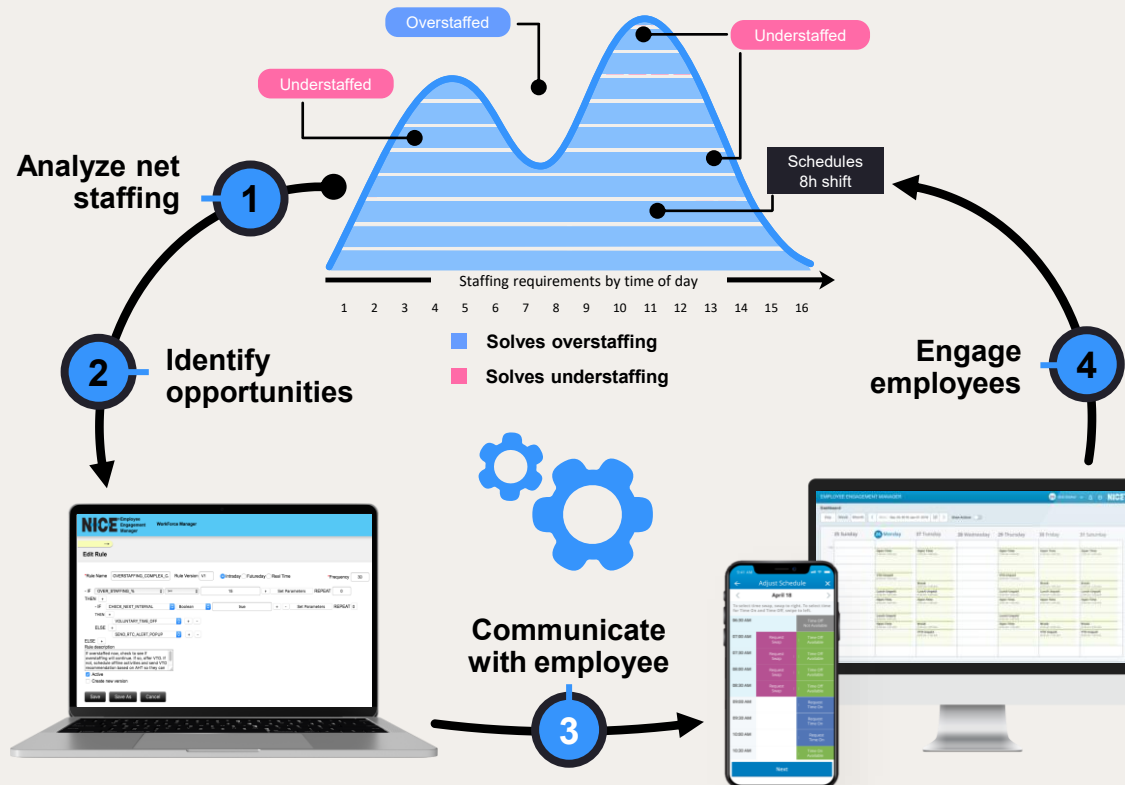




Transforming the intraday management

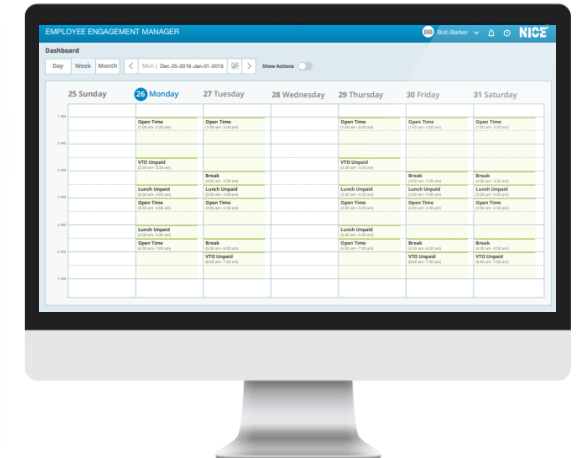
While maintaining employee engagement

Intraday automation



Employee self service

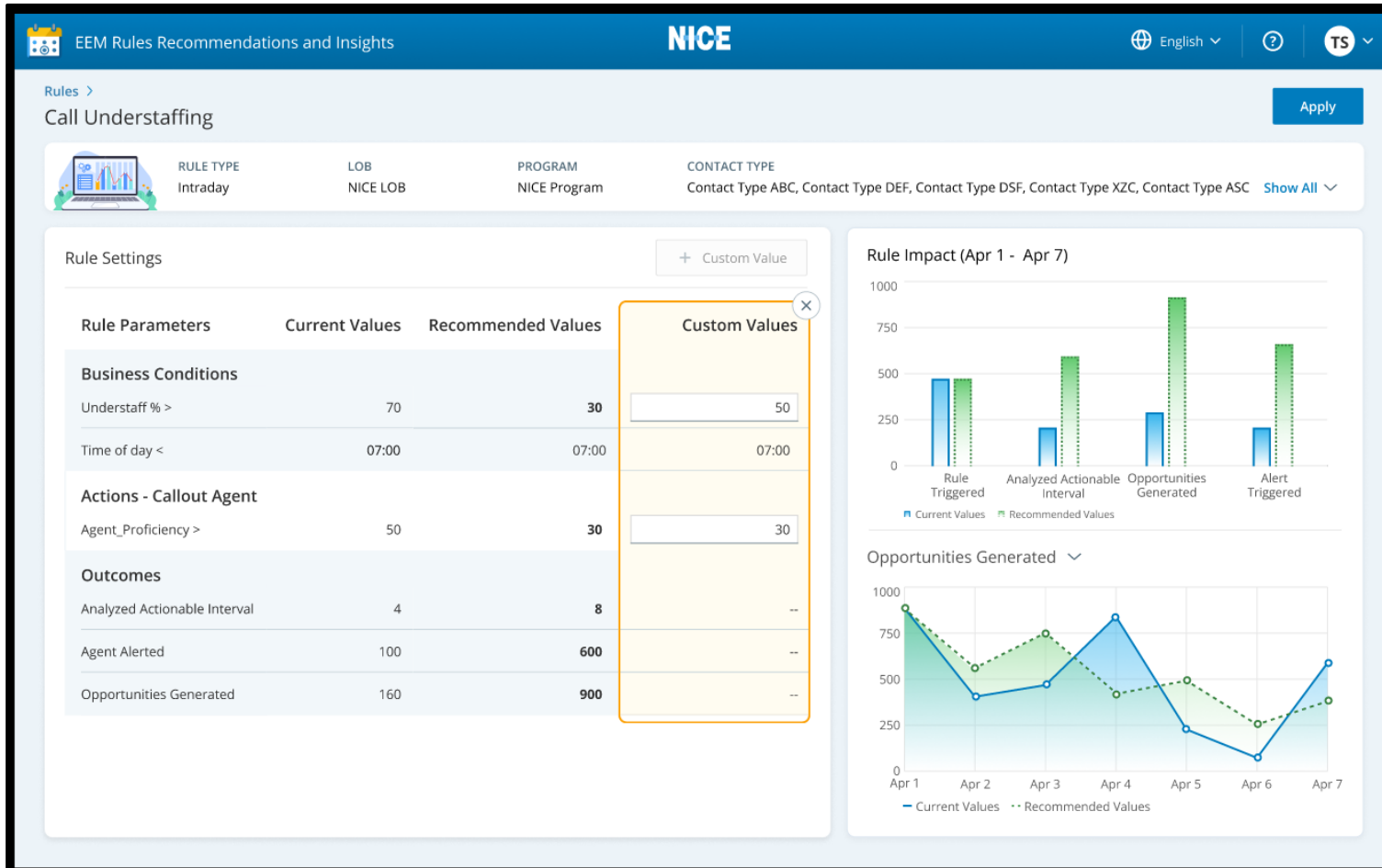
REACHABILITY



VISIBILITY & ACCESS

24/7 anytime, anywhere access

Rules monitoring dashboard and AI recommendations:



Tracking and monitoring



Detailed summary for workforce managers to view business conditions and actions taken

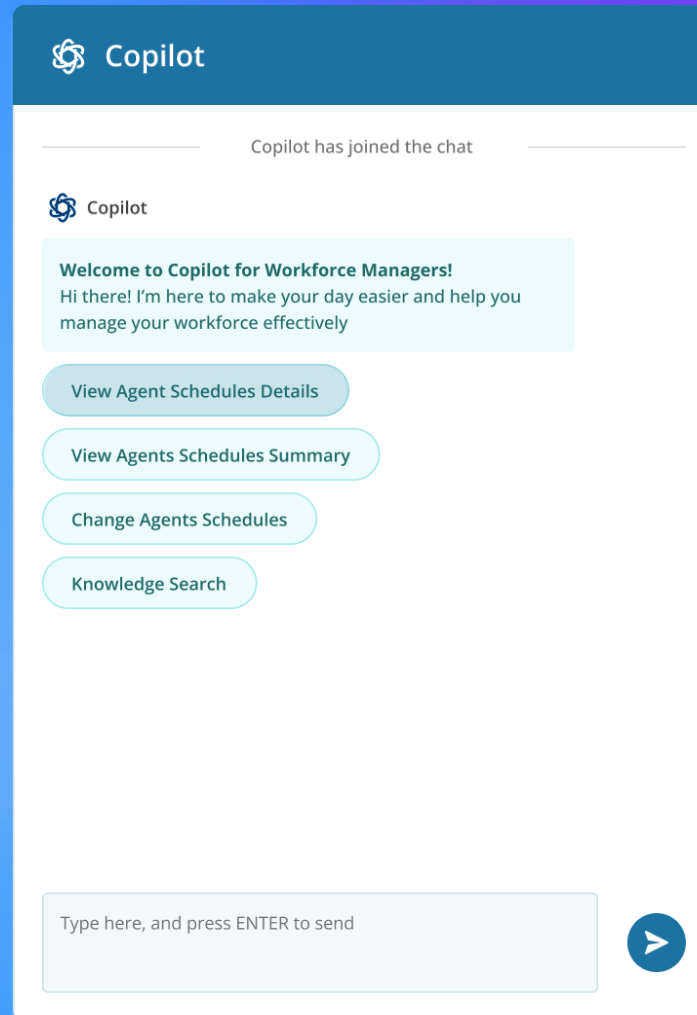
Assistance with AI



AI-based recommendations to know which rules to configure

Copilot for workforce managers

Saving time
with automation



When AI takes the easy work, humans are left with the hard work. That makes your agents more valuable than ever – but it also means your WFM teams need new tools to support them



SLA risk alert

SLA risk for **Customer Engagement** and **Networking** skills. AHT is **5% above** target, **5 agents are out sick**, creating a coverage gap.

Immediate action recommended.

Real-Time SLA



Lowest performance

- Customer Engagement
- Networking
- Technical Support

Deferrable SLA

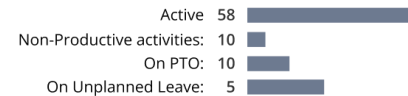


All skills are above target.

Staff Status

Staff Efficiency: 67%

[Details...](#)



Today's Changes

[Details...](#)

- 15 OOO
- 2 Re-Skill
- 0 VTO
- 0 Extra hours
- 2 Optimization

SLA per Skill

So-far	Projection
- All Skills	-
- Customer Engagement	-
- Networking	-
- Technical Support En	-
- Technical Support Fr	-
✓ Billing Inquiries En	-
✓ Billing Inquiries Fr	-
✓ Connex Fusion	-
✓ Connect Out Fusion	-
✓ Flow Sync	-

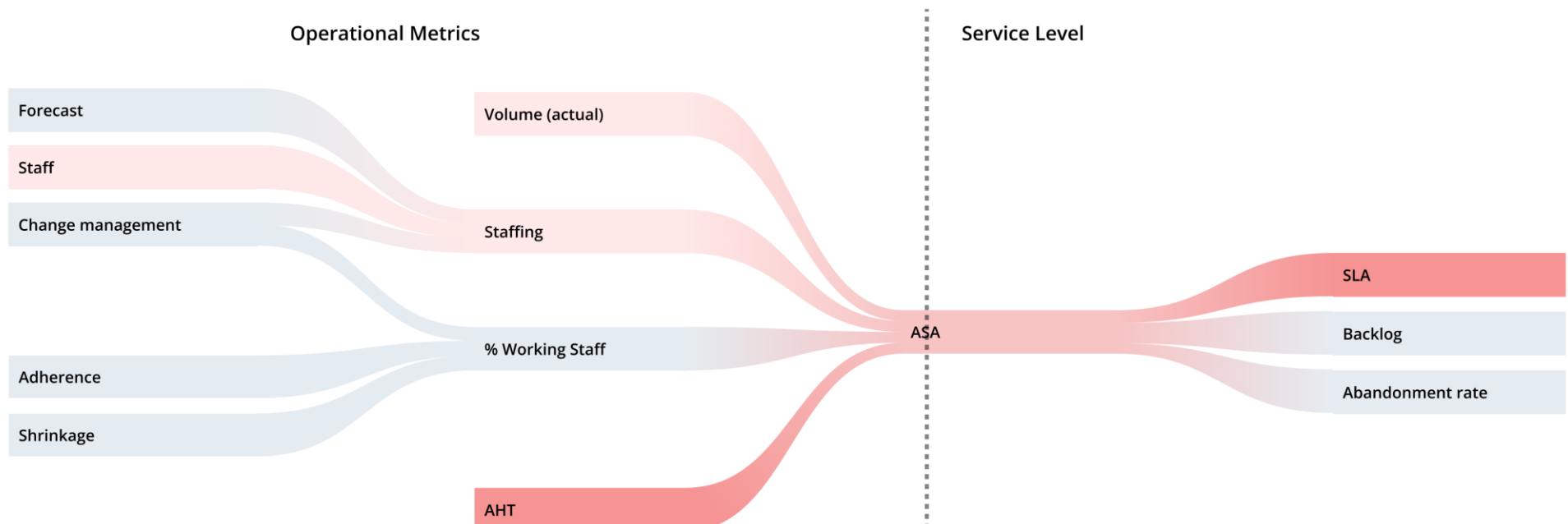
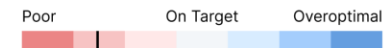
Metrics Status

Metrics breakdown

Projected skill analysis

Networking - Root cause diagram

Summary for skill networking - Networking is under pressure: **volume is 4% above forecast**, 5 sick agents reduced coverage, AHT is trending high, and **SLA has dropped to 78%**—recommend immediate staffing adjustment.





WFM



SA



My Space

Date : Jan 20 2026

Copilot



Real-Time SLA



Lowest performance

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- Networking
- Technical Support

Deferrable SLA

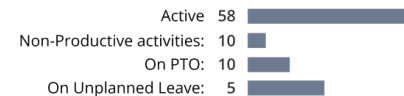


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SLA per Skill

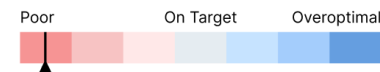
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Metrics Status

Metrics breakdown

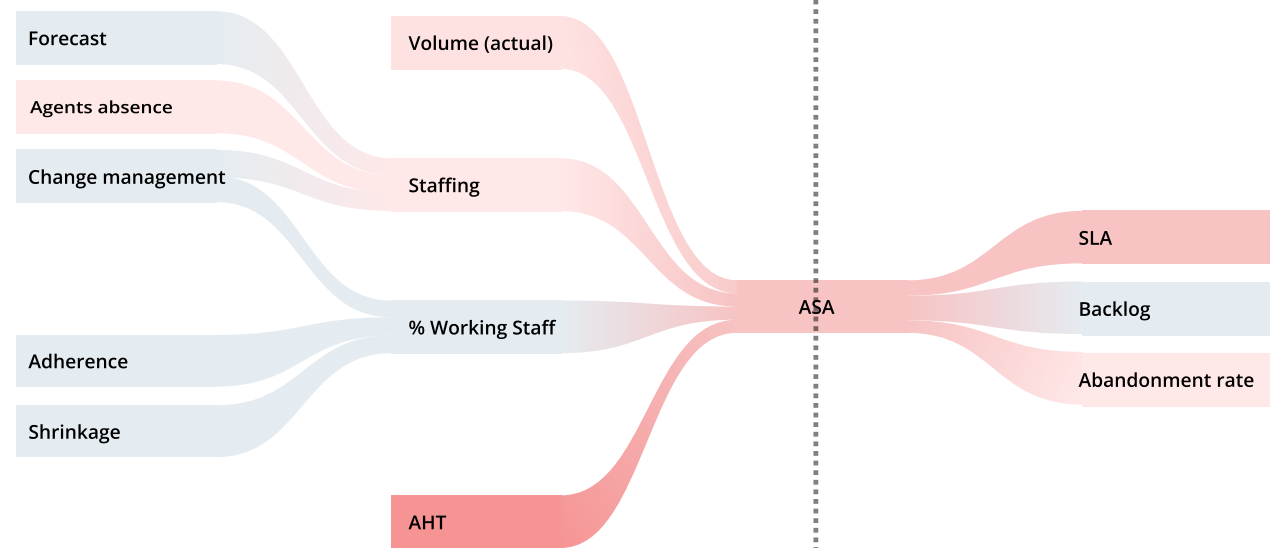
Projected skill analysis

All Skills



Operational Metrics

Service Level



Good morning, Isabella!

I've created a quick snapshot to review your current status:

Schedule updates:

I've already approved three pending change requests and updated overnight shift swaps and extensions.

System updates:

Yesterday's no-shows have been verified — I've adjusted their time-off balances automatically.



10:14 AM

Type a question about data insights





WFM



SA



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Copilot



Real-Time SLA



Lowest performance

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Deferrable SLA

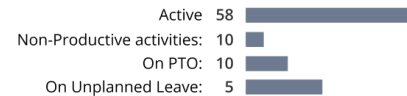


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SLA per Skill

So-far Projection

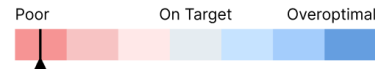
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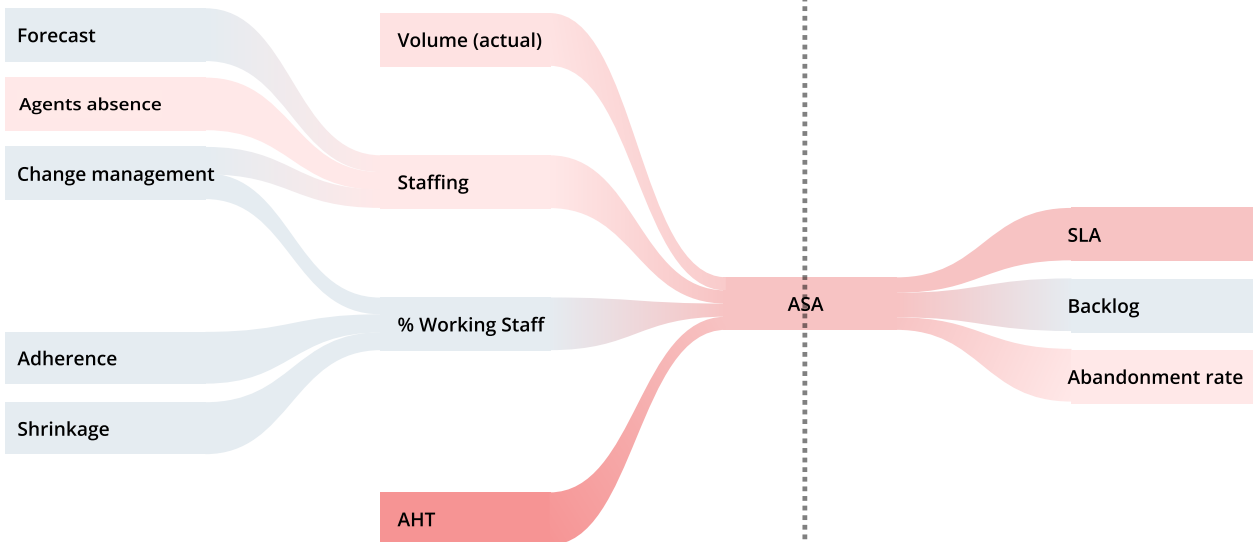
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10:14 AM

What's driving today's SLA drop, and what
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WFM



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Copilot



Real-Time SLA



Lowest performance

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Deferrable SLA

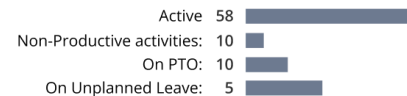


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SLA per Skill

So-far Projection

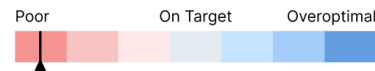
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Metrics Status

Metrics breakdown

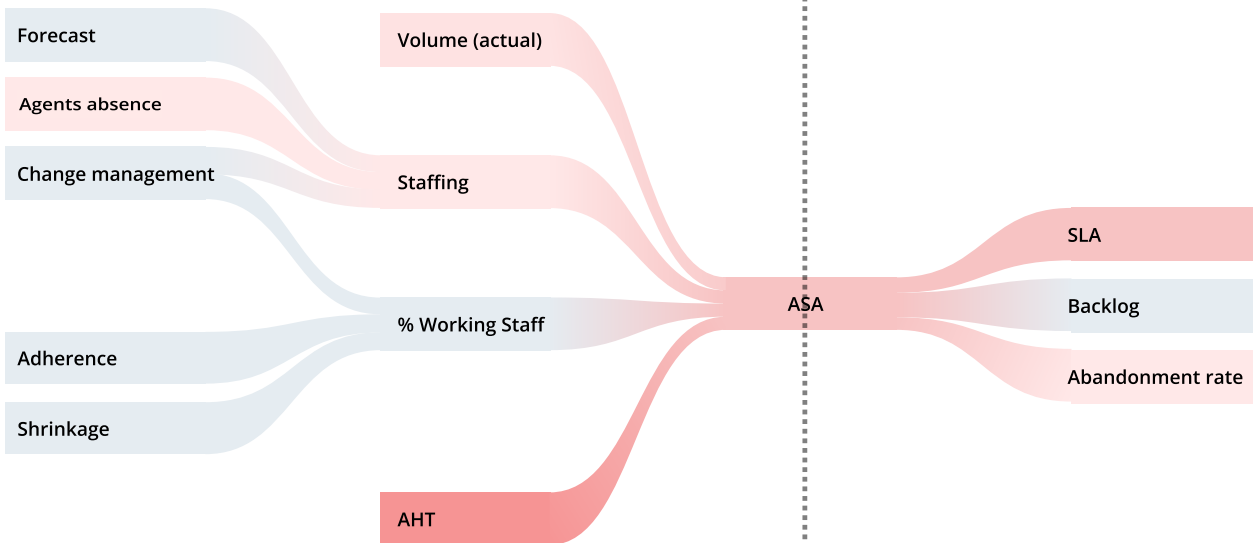
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All Skills



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What's driving today's SLA drop, and what should I look at first?



Analyzing your request...



What's driving today's SLA drop, and what should I look at first?





WFM



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Copilot



Real-Time SLA



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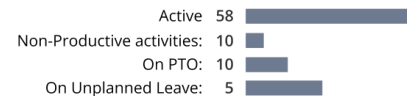


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SLA per Skill

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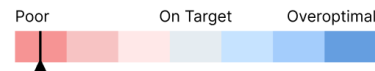
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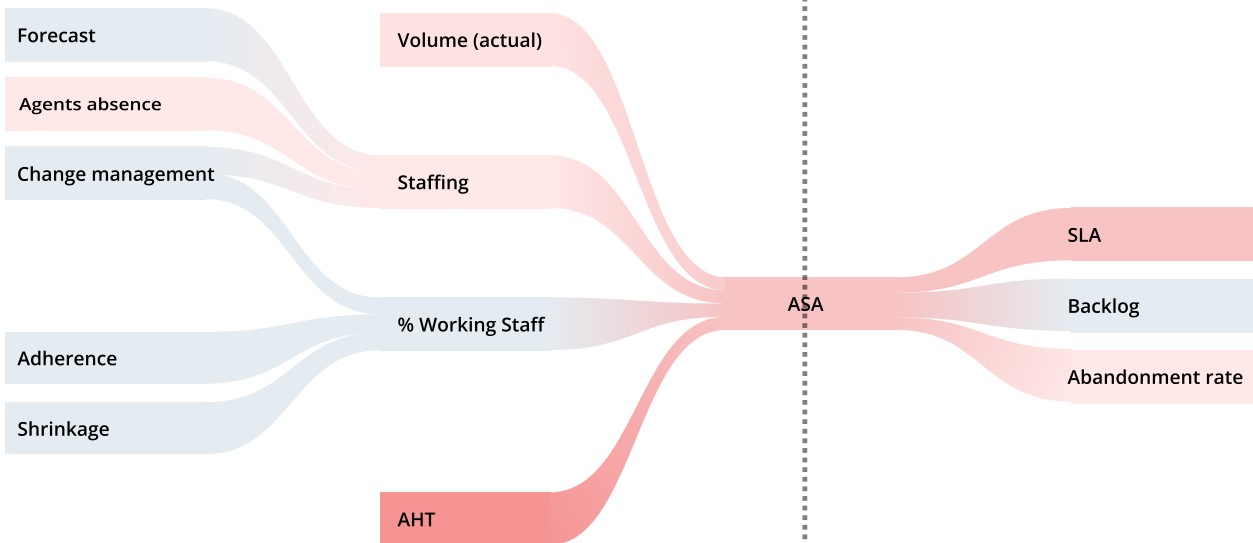
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10:15 AM

Show the projected coverage gaps for [input field]





WFM



SA



My Space

Date : Jan 20 2026

Copilot



Real-Time SLA



Lowest performance

- Customer Engagement
- Networking
- Technical Support

Deferrable SLA

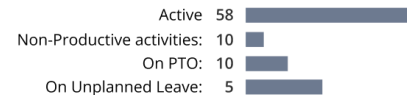


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[Details...](#)



SLA per Skill

So-far Projection

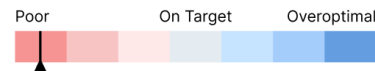
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Metrics Status

Metrics breakdown

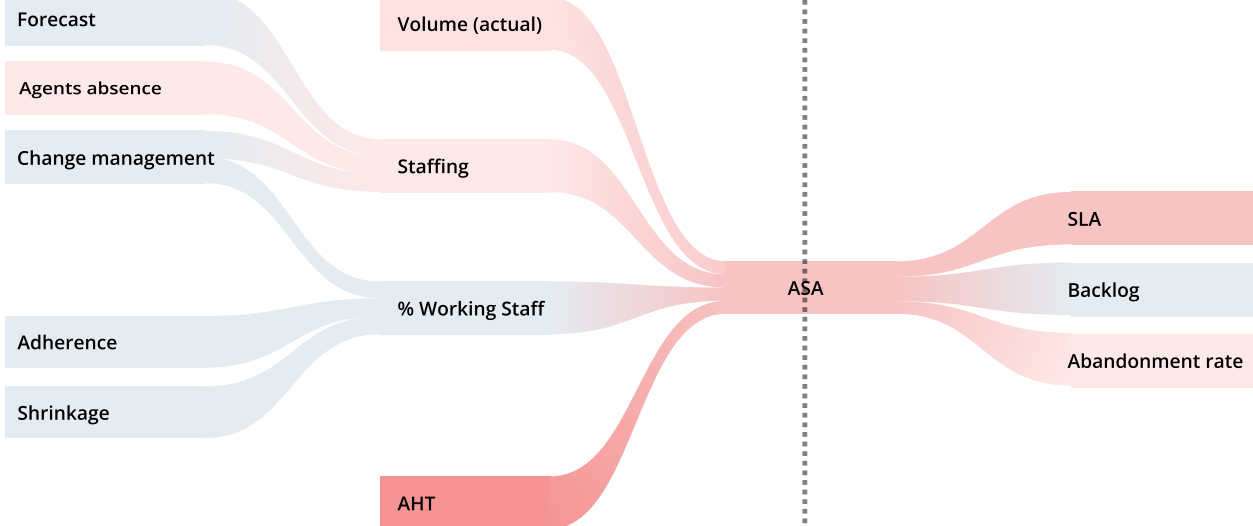
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All Skills



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10:15 AM

Show the projected coverage gaps for Networking over the rest of the day.



Analyzing your request...



Show the projected coverage gaps for Networking over the rest of the day.





My Space

Date : Jan 20 2026

Copilot



Real-Time SLA



Lowest performance

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- Networking
- Technical Support

Deferrable SLA

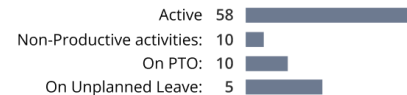


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Staff Status

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[Details...](#)



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No overtime or VTO is scheduled for this skill today, so without intervention, service levels will remain below target during this window.



10:16 AM

SLA per Skill

So-far Projection

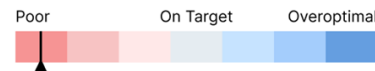
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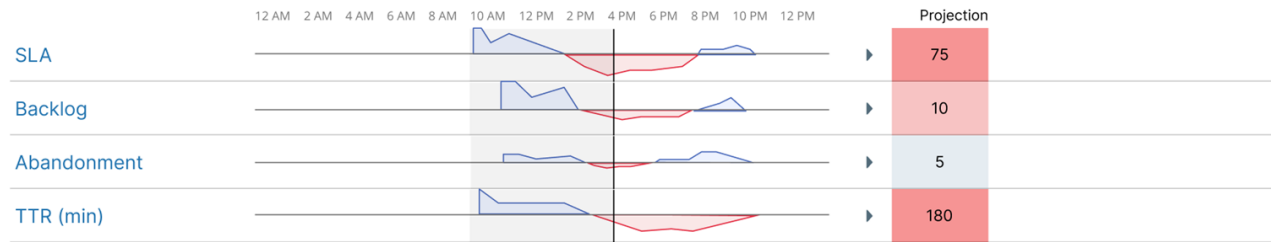
Metrics breakdown

Projected skill analysis

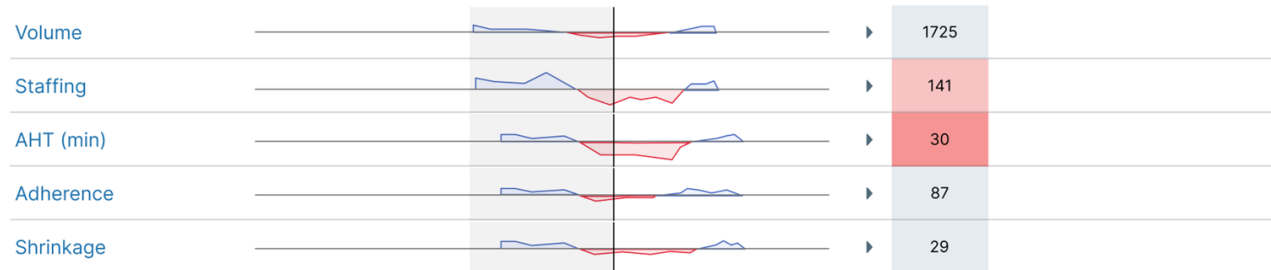
All Skills



Service Level



Operational Metrics



Suggest optimization





WFM



SA



My Space

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Copilot



Real-Time SLA



Lowest performance

- Customer Engagement
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Deferrable SLA

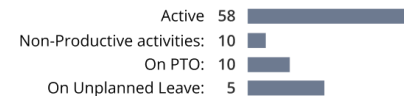


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[Details...](#)



SLA per Skill

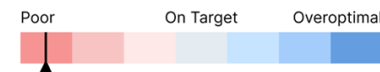
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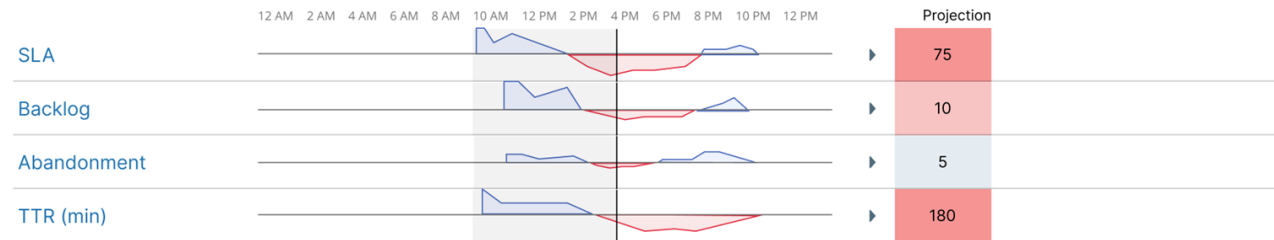
Metrics breakdown

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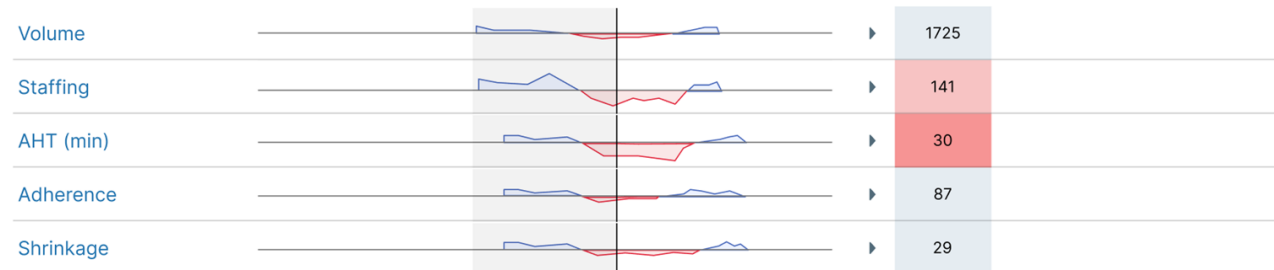
All Skills



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Operational Metrics



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10:16 AM

Suggest optimization



Analyzing your request...



Suggest optimization





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Copilot



Real-Time SLA



Lowest performance

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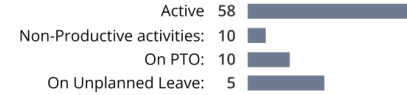


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10:16 AM

[Suggest optimization](#)



We're currently short by 7 multi-skilled staff.

Option 1 - Overtime:

Offer overtime to selected staff. This covers 6 of the 10 missing slots and boosts coverage to about 90% during peak hours.

Option 2 - Reschedule Sessions:

Move 3 coaching sessions and 2 internal meetings later this week. This frees up 5 staff, fully closing the gap with no extra hours or cost.

Recommendation: Rescheduling sessions is the most efficient and cost-effective option.



10:17 AM

[Reschedule offline sessions](#)



SLA per Skill

So-far Projection

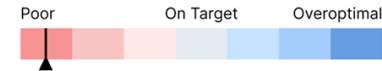
- All Skills	-
- Customer Engagement	-
- Networking	-
- Technical Support En	-
- Technical Support Fr	-
✓ Billing Inquiries En	-
✓ Billing Inquiries Fr	-
✓ Connex Fusion	-
✓ Connect Out Fusion	-
✓ Flow Sync	-

Metrics Status

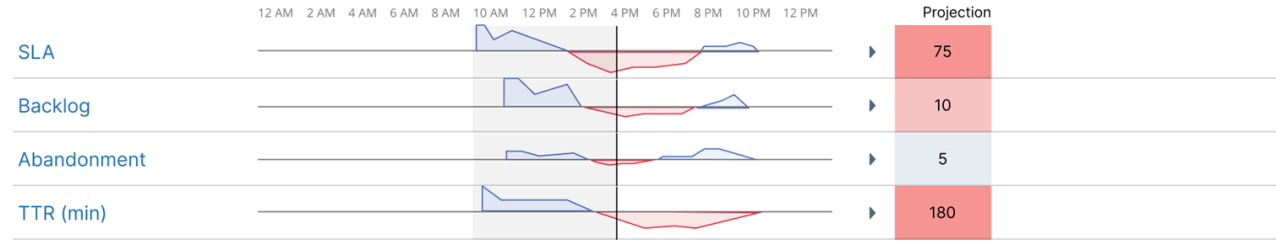
Metrics breakdown

Projected skill analysis

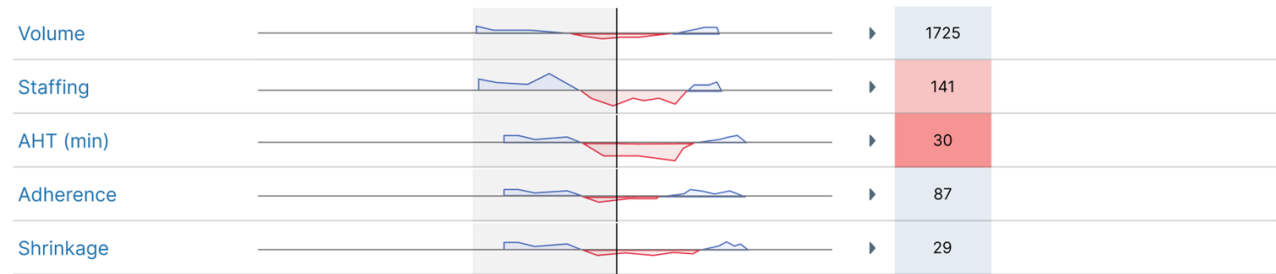
All Skills



Service Level



Operational Metrics





WFM



SA



My Space

Date : Jan 20 2026

Copilot



Real-Time SLA



Lowest performance

- Customer Engagement
- Networking
- Technical Support

Deferrable SLA

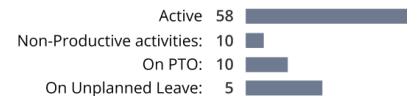


All skills are above target.

Staff Status

Staff Efficiency: 67%

[Details...](#)



SLA per Skill

So-far Projection

- All Skills	-
- Customer Engagement	-
- Networking	-
- Technical Support En	-
- Technical Support Fr	-
✓ Billing Inquiries En	-
✓ Billing Inquiries Fr	-
✓ Connex Fusion	-
✓ Connect Out Fusion	-
✓ Flow Sync	-

Metrics Status

Metrics breakdown

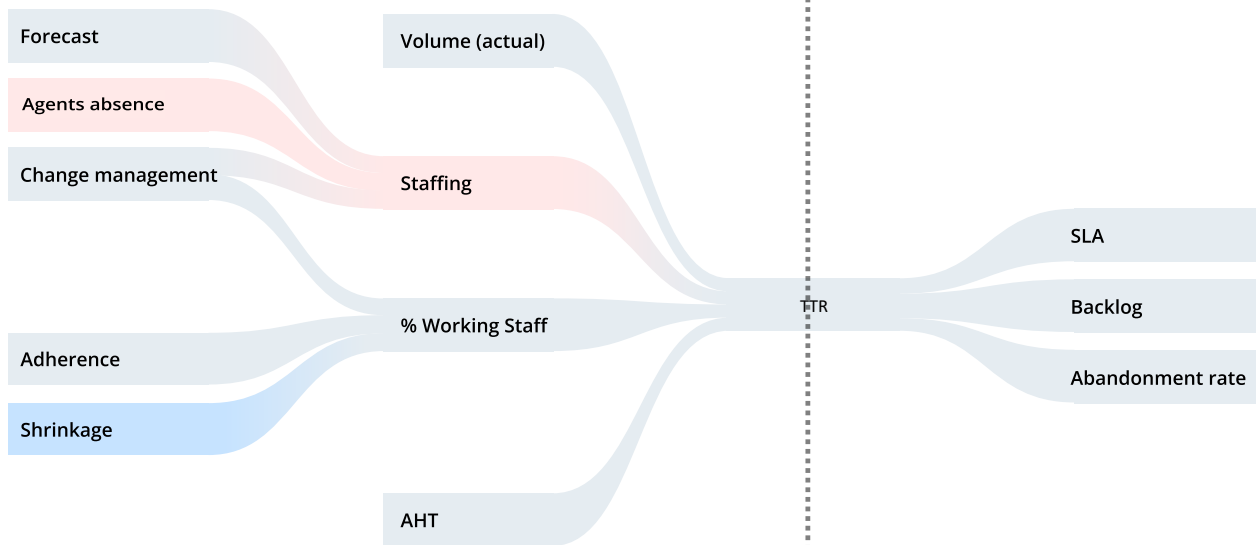
Projected skill analysis

Projected skill analysis



Operational Metrics

Service Level



Suggest optimization



We're currently short by 7 multi-skilled staff.

Option 1 - Overtime:

Offer overtime to selected staff. This covers 6 of the 10 missing slots and boosts coverage to about 90% during peak hours.

Option 2 - Reschedule Sessions:

Move 3 coaching sessions and 2 internal meetings later this week. This frees up 5 staff, fully closing the gap with no extra hours or cost.

✓ **Recommendation:** Rescheduling sessions is the most efficient and cost-effective option.



10:17 AM

Rescheduling offline sessions



✓ **Done!** I've rescheduled 3 coaching sessions and 2 internal meetings. That restores full coverage. I've **published the updated schedules.**

Would you like me to show you where those coaching sessions were moved?



10:18 AM

Reschedule offline sessions





SLA risk resolved

SLA risk for Customer Engagement and Networking has been **resolved**.
AHT is **back on target**, and coverage has been optimized.
No action needed.

Real-Time SLA



Lowest performance

- Customer Engagement
- Networking
- Technical Support

Deferrable SLA

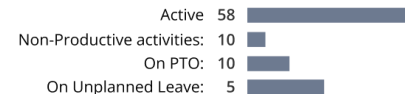


All skills are above target.

Staff Status

Staff Efficiency: 67%

[Details...](#)



Today's Changes

[Details...](#)

15 OOO 2 Re-Skill
0 VTO
0 Extra hours
2 Optimization

SLA per Skill

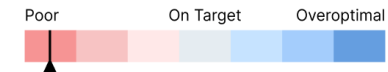
So-far	Projection
- All Skills	-
- Customer Engagement	-
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- Technical Support En	-
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✓ Connect Out Fusion	-
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Metrics Status

Metrics breakdown

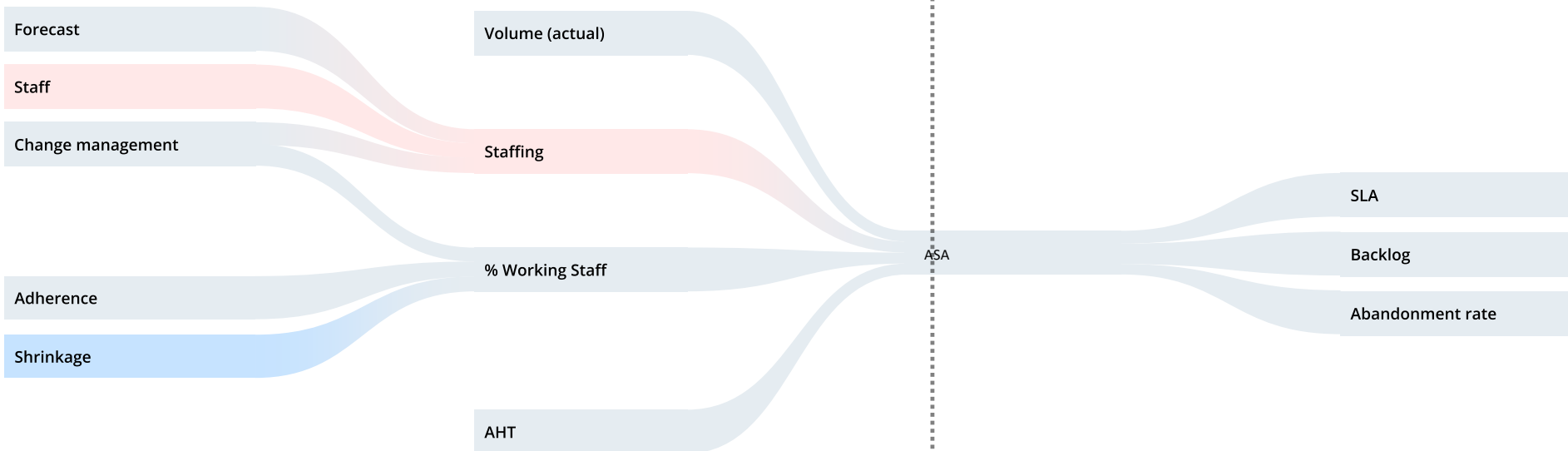
Projected skill analysis

All Skills



Operational Metrics

Service Level





SLA risk resolved

SLA risk for Customer Engagement and Networking has been **resolved**.
AHT is back on target, and coverage has been optimized.
No action needed.

Real-Time SLA

Lowest performance

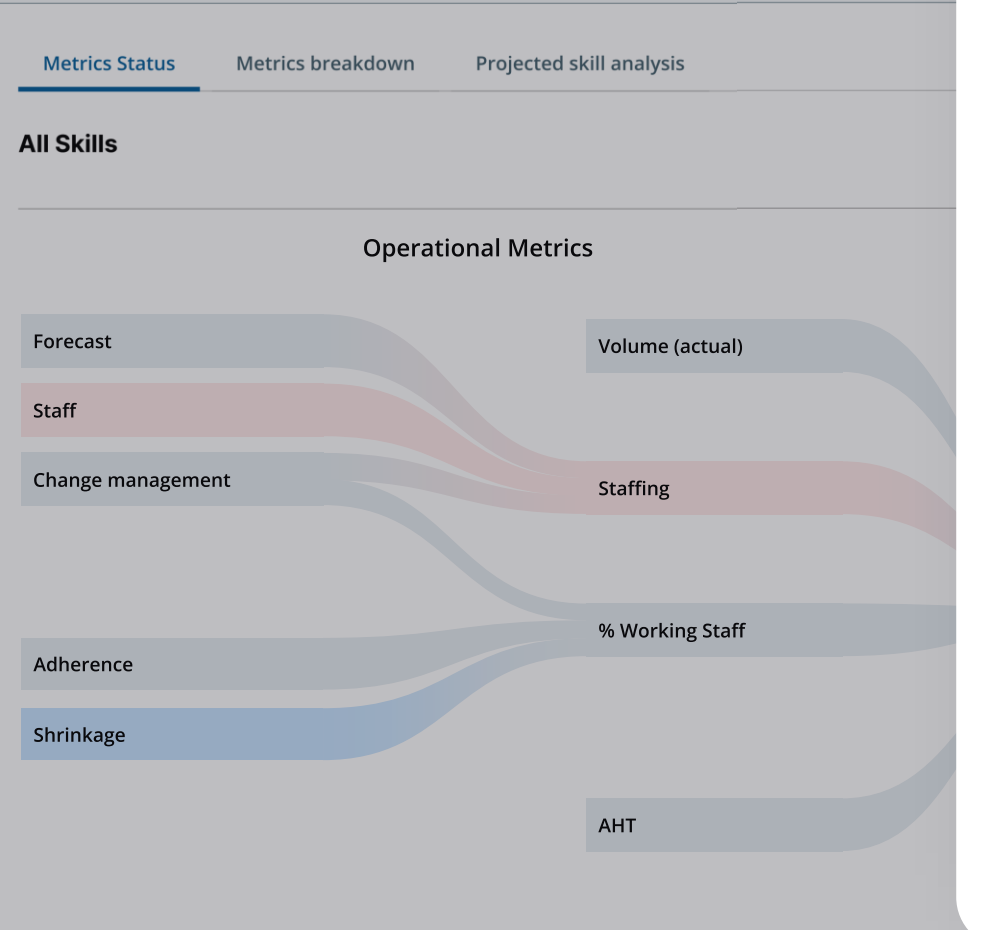
- Customer Engagement
- Networking
- Technical Support

Deferrable SLA

All skills are above target.

SLA per Skill

So-far	Projection
- All Skills	-
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✓ Connect Out Fusion	-
✓ Flow Sync	-



Today's Changes ✕

Time off	2
VTO	-
Extra hours	1
Optimizations	7
Re-Skill	1

Emily Carter

Coaching Session

Jan 20, 15:00 - 16:00 → Jan 22, 15:00 - 16:00

Michael Thompson

Coaching Session

Jan 20, 16:00 - 17:00 → Jan 22, 16:00 - 17:00

Jessica Lee

1:1

Jan 20, 14:00 - 14:30 → Jan 22, 14:00 - 14:30

Robin Jonson

Coaching Session

Jan 20, 15:00 - 16:00 → Jan 23, 15:00 - 16:00

David Martinez

1:1

Jan 20, 15:30 - 16:00 → Jan 21, 15:30 - 16:00

Sarah Johnson

Lunch

Jan 20, 14:00 - 14:25 → Jan 20, 14:15 - 15:00

Ben Harris

Lunch

Jan 20, 14:00 - 14:45 → Jan 20, 13:45 - 14:30

Key-Takeaways

AI is changing the nature of human work — complexity is increasing.

WFM is foundational to planning, scaling, and sustaining your AI strategy.

Retention and flexibility are now workforce design priorities.

AI-driven forecasting and intraday automation and insights enable proactive decisions.

Thank You

Preparing for the Future of WFM

Mike Moore

Global Vice President, Product Strategy

VERINT®



Audience Poll

**How much of your work is
unplanned?**



Audience Poll

How many of you have a tool that manages/routes non phone, email and chat type work



Look Beyond the Contact Center

Offline Work Is the Forgotten Frontier of CX

- Offline work = everything that isn't a live conversation (claims, cases, loans, tickets, tasks)
- This is where CX quietly fails—or wins—and most orgs have no visibility into it
- How much work is unplanned? Where does it overflow? Who's getting buried?
- Cherry-picking is a symptom—routing doesn't understand skills or capacity





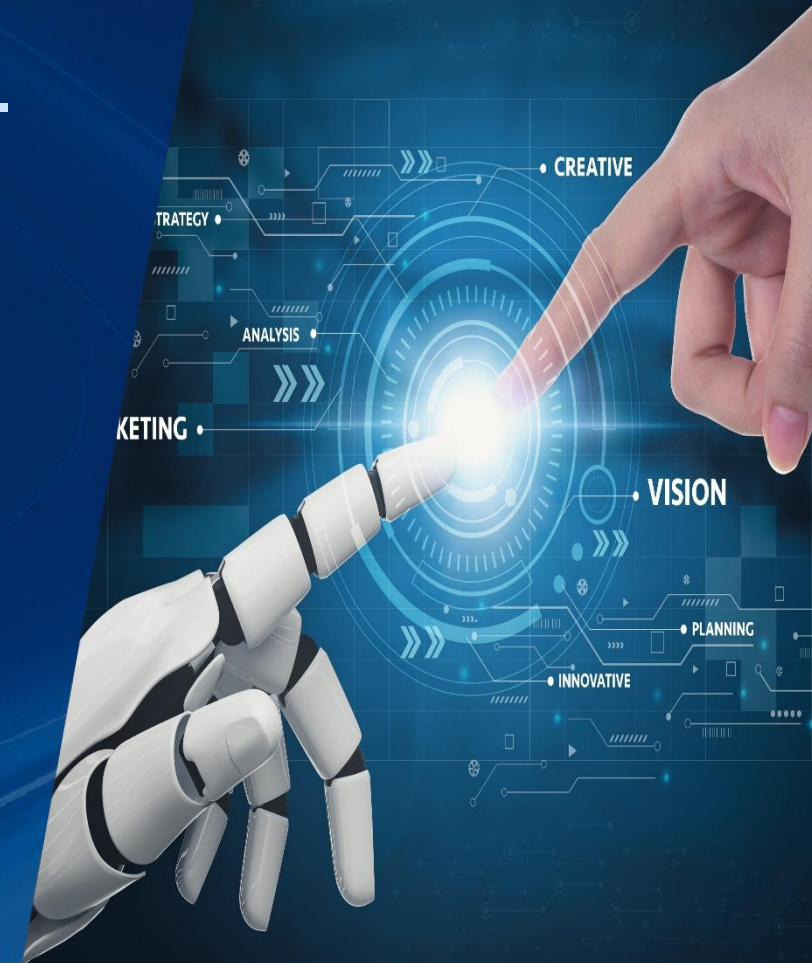
The shift:

From workload balancing
→ workload performance

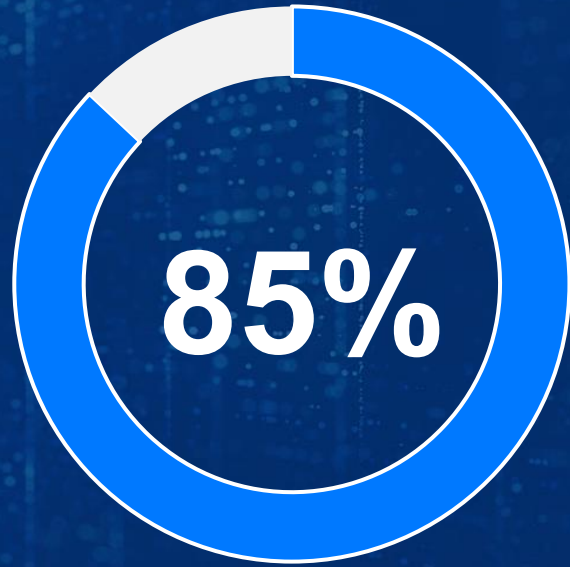
Let Humans Lead the Art, AI Handle the Science

Stop Fighting Spreadsheets. Start Managing Strategy.

- Forecasts fail because of missing information—things you know but can't put in the system
- Marketing campaigns, special days, staffing changes—forecasters track these in Excel
- 100+ customer conversations revealed the "layers" the system ignores
- ML can now test and prove whether that thing you're worried about will actually hit



Impact of AI on WFM Jobs



U.S. professionals could see at least a quarter of their skills affected by AI.

Emphasizing the transformation of skills rather than mass job elimination¹



The art that remains:
judgment, scenarios,
communication, strategy

From Rules-Based Workflows to True Automation

Rules Tell You What Happened. Agentic AI Tells You What's Coming.

- Today: Set SL target → plug into dashboard → get alerts after you've already failed
- The problem: SL rules look at numbers, not the operation
- Operators become detectives—by the time you find the cause, customers are already hurt

The future: catch problems early

Use ML to look ahead, automate the "why" and "where"

Agentic AI adapts in real time —

It doesn't wait for you to notice



Audience Poll

**How many of you are using
AI type tools in your daily
job?**



Bonus Tip: Preparing Your Skills for the Future

Your Job for the Next Decade Is to Manage AI

- Start using AI assistants daily—ChatGPT, Claude. Learn to ask good questions
- Learn to give feedback and ask WHY—make sure your AI isn't crazy. Ask it to show the data, show the math, show the reasoning
- All companies are using the same 4-5 AI vendors—if you know how to work with them, you're ahead





Do it today!

If you don't have access to an AI assistant, go get it.

If you do, pick one spreadsheet or process and ask AI how to make it better or automate it

Tips to Prepare for the Future

- Offline work is the forgotten frontier of CX
- Stop fighting spreadsheets. Start managing strategy
- Rules tell you what happened. Agentic AI tells you what's coming.



You Need the Best WFM for your Business

Delivers highest levels of accuracy and workforce flexibility

Best of breed WFM delivers the right forecasts and schedules which translate to millions of dollars in savings

Best of breed WFM delivers agent work-life balance which translates to significant improvement in EX and retention

Enterprise Workforce Management

TimeFlex Bot

Workload Allocation Bot

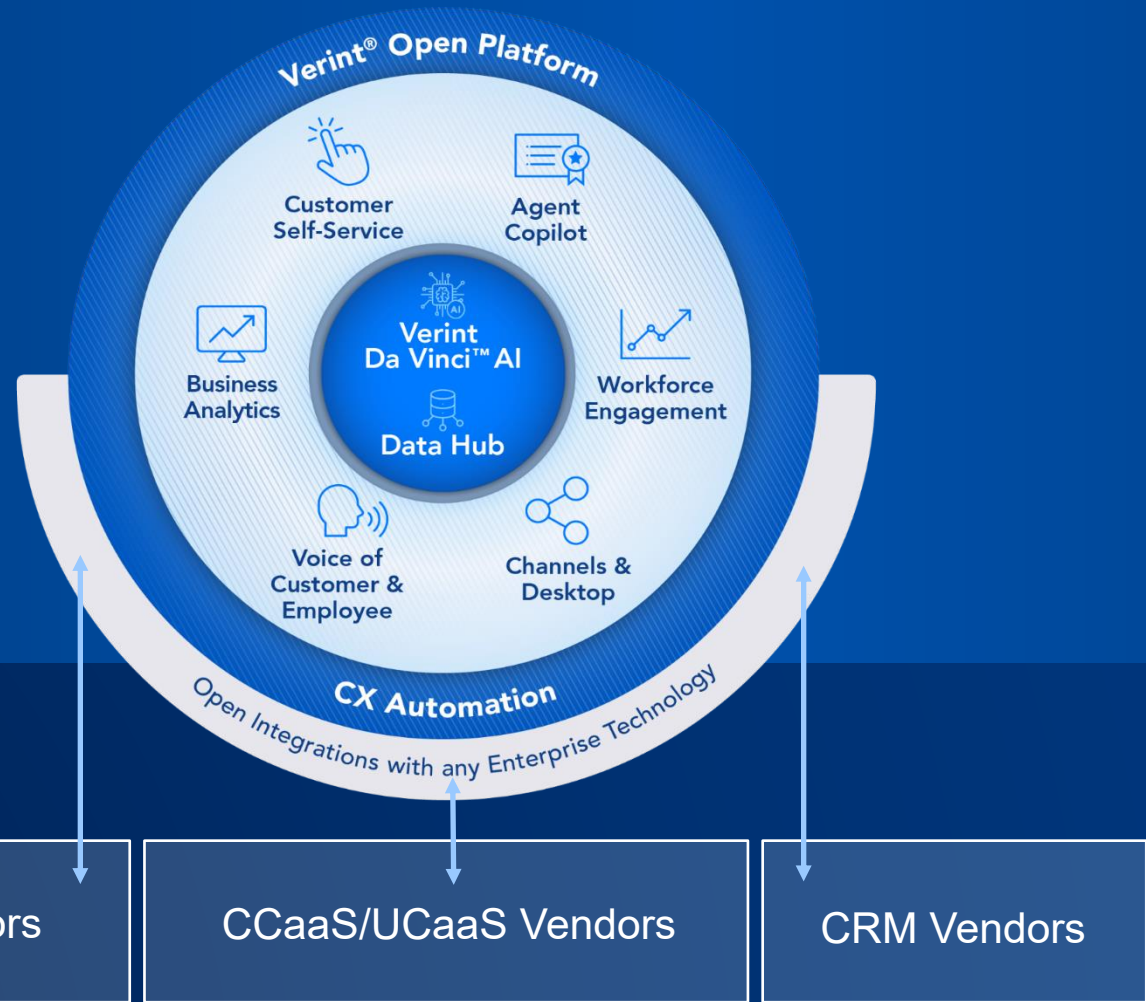
Interviewing Bot

AI-powered WFM delivers strong AI Business Outcomes, Now!



Easily Add Verint CX Automation Without Disruption

Verint Open Platform seamlessly fits into your existing ecosystem



Verint offers everything you need to automate your manual CX workflows

No changes required



VERINT® engage26

June 22– 25, 2026

MGM Grand Hotel

Las Vegas, NV, USA



VERINT. engage26

Join us for the premier event devoted to AI-driven CX!

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Gain actionable insights from thought leaders and experts driving CX innovation.

Connect

Build relationships with professionals who share your challenges and ambitions.

Innovate

Explore how our solutions and AI can unlock new possibilities for your organization.

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Questions? Contact us at engage@verint.com.

Speaker Contact



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Global Vice President, Product Strategy

mike.moore@verint.com

LinkedIn



Thank You

VERINT®



PREPARING FOR THE FUTURE OF WFM

**Andrea Matsuda,
Head of Product
Marketing,
Workforce
Management,
NiCE**



**Mike Moore,
GVP of Product
Management,
Verint**

