

MORNING

SESSIONS

09:00 – 09:30	Registration
09:45 – 10:00	<b>Welcome Address</b> Darren Rushworth, President, NiCE International
10:00 – 10:45	<b>CEO Keynote</b> Scott Russell, CEO, NiCE
10:45 – 11:15	Break
11:15 – 12:15	<b>Keynote</b> Barry Cooper, President CX, NiCE
12:15 – 12:45	<b>Fireside Chat</b> Sir Tim Berners-Lee interviewed by Alex Jones
12:45 – 13:45	Lunch

BREAKOUT

SESSIONS

	<b>Track 1: Elgar</b> <b>Match Winning AI, One Try at a Time</b>	<b>Track 2: Churchill</b> <b>Game-Changing CX Strategies</b>	<b>Track 3: Shakespeare 3</b> <b>CX Orchestration Excellence: Delivered with Impact</b>	<b>Track 4: Shakespeare 1</b> <b>Workforce Augmentation Scrum, from Kick-Off to Full-Time</b>
13:45 – 14:15	<b>Harnessing Generative AI at Scale: Enhancing Customer Experience in a Highly Regulated Financial Services Environment</b> Amber Whittaker, Lloyds, George Shilton, Lloyds	<b>Cloud High CX: Cathay Pacific Takes Flight with NiCE</b> Linjo Oommen, Cathay Pacific	<b>Inside 2degrees: Enhancing Customer and Employee Experiences</b> Wayne Anderson, 2degrees + Rod Lester, NiCE	<b>Fireside Chat with DHU &amp; HGS</b> Adam Paginton, DHU + Carrie Ramskill, HGS
14:15 – 14:45	<b>Revolutionising Guest Service: Carnival Cruises’ AI-Driven Contact Centre Transformation</b> Laura McMurniman, Carnival + Greg Cheetham, NiCE	<b>Flipping The Switch on Customer Experience</b> Michelle McGrath, SSE Airtricity + Lawrence Gramlick, NiCE	<b>Transforming Customer Services at Scale: Proactive AI Agents in Action at Openreach and Halfords</b> Ryan Pursey, Halfords, Eifion Lloyd, Openreach + Edward Morden, NICE, Antonia Collin-Jones, NiCE	<b>Reimagining Workforce Management: Driving Performance Through People, Data and AI</b> Paul Bradley, AIB + Sue Bolt, NiCE
14:45 – 15:15	<b>AI-Driven Health Insights: Bluecrest’s Mission to Enhance Customer Well-Being</b> Russell White, Bluecrest + Reece Harper, NiCE, Anne Homes, SVL	<b>Enhancing CX and Workforce Engagement with Omnichannel Solutions at IAG NZ</b> Nat Binns, IAG + Rod Lester, NiCE	<b>Optimising Contact Centre Performance: Empowering Self-Managed Agents</b> Edgar Polak, DPG Media + Murat Gunes, NiCE	<b>Automating Excellence: The QA Transformation Journey with NiCE</b> Bradley Fitzakerley, Markerstudy
15:30-15:45	Break			

AFTERNOON

SESSIONS

15:45 – 16:10	<b>Customer Keynote:</b> Transforming Customer Operations: TalkTalk’s Journey with NICE Technologies Neil Smith, COO, TalkTalk   Bhavesh Panchal, Head of Channels and Digital Adoption, TalkTalk
16:10-16:35	<b>CX Excellence Awards</b>
16:35-17:05	<b>Celebrity Keynote</b> Jonny Wilkinson
17:05-17:15	<b>Closing Address</b> Darren Rushworth, President, NiCE International
17:15-19:00	<b>Party on the Pitch</b> Kaiser Chiefs

10:00 - 10:50	Registration
10:50 - 11:00	<b>Welcome Address</b> Darren Rushworth
11:00-12:30	<b>From AI Vision to Reality: Consumer, Employee and Business Transformation</b> Richard Bassett, Luke Duffell, Chris Main and Andrew Tucker
12:30-13:30	Lunch at Innovation Hall

NUG WFM TRACK		NUG CXone TRACK		PARTNER TRACK	
13:30 – 14:30	<b>Performance Management Workshop: Diagnostic vs. Targeted Metrics</b> Graeme Gabriel, Sue Bolt and Paul Perry	<b>Unlocking the Future: From Sovereign Instances to Scalable Innovation</b> Gregg Widdowson, Regis Rouas and Mark Baldwin		<b>From Chaos to Clarity: Mastering the Demo</b>  James Bentley and Will Penn	
14:30 – 15:00	Break at Innovation Hall				
15:00 – 16:00	<b>The Anatomy of a Perfect Schedule</b>  Graeme Gabriel, Sue Bolt and Paul Perry	<b>See It to Believe It: Live Agent Assist Setup with AutoSummary &amp; Copilot</b> Gregg Widdowson, Regis Rouas and Mark Baldwin		<b>CEO Fireside Chat for Partners</b>  Scott Russell and Darren Rushworth	
16:00-18:00	Welcome Reception				