

EDU DAY

MONDAY JUNE 16TH | 2025

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* Certification exam must be taken within 30 days after the event. Onsite signup required. Tracks included: CXone Mpower Omnichannel Routing, CXone MPower Workforce Management, and CXone Mpower Quality Management.



TRACK NAME	TIME SLOT	SESSION NAME	DESCRIPTION
CXone Mpower Omnichannel Routing	10:00 - 11:45 AM	CXone Mpower ACD Administration Digital Experience	Discover CXone Mpower Digital Experience setup with a comprehensive walkthrough of configuring digital skills in CXone Mpower ACD and Administration modules. Bring your laptop with an active CXone Mpower account to follow along within your own Business Unit. Please ensure digital engagement is enabled for your Business Unit before attending. This beginner-friendly session is ideal for users eager to learn about Digital Experience configurations
	1:00-2:45 PM	CXone Mpower Agent Digital Experience with Copilot & AutoSummary	Experience hands-on Digital Contact handling within CXone Mpower Agent. Bring your laptop with an active CXone Mpower account to follow along within your own Business Unit. Please ensure digital engagement is enabled for your Business Unit before attending. This session is designed for users who want to deepen their understanding of CXone Mpower Agent core functionality.
	3:15-5:00 PM	CXone Mpower Supervisor with Copilot	Experience firsthand the functionality of CXone Mpower Supervisor application focusing on Digital Experience interactions. Learn how to monitor digital interactions and preview Copilot for Supervisor functionality. Bring your laptop with an active CXone Mpower account to follow along. This session is designed for users looking to deepen their understanding of CXone Mpower Supervisor core functionality.
CXone Mpower Workforce Management	10:00 - 11:45 AM	CXone Mpower WFM: Overview and Setup	Dive into CXone Mpower Workforce Management overview and setup, covering Administration, Roles & Permissions, WEM Skills, Activity Codes, ACD Mapping, and Scheduling Rules. Bring your laptop with an active CXone Mpower user account, ensuring WFM is enabled. The session is for beginner-level users.
	1:00-2:45 PM	CXone Mpower WFM: Forecasting and, Scheduling Tips	Gain hands-on experience with CXone Mpower WFM Forecast Setup, Schedule Creation, Shift Bidding, Schedule Management, RTA, and Intraday Management. This session is for intermediate to advanced users. Bring your laptop with an active CXone Mpower user account, ensuring WFM is enabled.
	3:15-5:00 PM	CXone Mpower WFM: Advanced Features	Explore CXone Mpower WFM features such as Time Off, Managing Requests, Reporting, My Zone, ESP, EEM, Schedule Optimization, Automatic Schedule Simulation, and Scheduling Future Activities for Agents. This session is for intermediate to advanced users. Bring your laptop with an active CXone Mpower user account, ensuring WFM is enabled.
CXone Mpower Quality Management	10:00 - 11:45 AM	CXone Mpower QM: Overview and Setup, Administration Review and Form Creation	Experience CXone Mpower Quality Management Overview and Set up, including Administration Review and Custom Form Creation. Bring your laptop with an active CXone Mpower user account, ensuring QM is enabled. This session is for all users of Quality Management.
	1:00-2:45 PM	CXone Mpower QM: Creating Quality Plans, Manual Qas and My Zone	Get hands-on experience creating Quality Plans, Manual QA's and leveraging My Zone in CXone Mpower QM. Bring your laptop with an active CXone Mpower user account, ensuring QM is enabled. This session is for all users of Quality Management.

	3:15–5:00 PM	CXone Mpower QM: Coaching, Dashboards and Reporting and QM for Agents	Explore the ins-and-outs of CXone Mpower Quality Management Coaching, Dashboards and Reporting, and Quality Management for Agents – must-haves for your QM implementation. Bring your laptop with an active CXone Mpower user account, ensuring QM is enabled. This session is for all users of Quality Management.
CXone Mpower Reporting	10:00 – 11:45 AM	CXone Mpower Custom Reporting and Data Download	Become a reporting guru as you learn how to optimize your contact center’s data analytics using the CXone Mpower Reporting tools. This session offers an in-depth exploration of reporting capabilities within CXone Mpower, covering Pre-Built Reports, Custom Reporting, and Data Download. Bring your laptop with an active CXone Mpower user account. This session is ideal for users new to CXone Mpower or those seeking a refresher on reporting capabilities. The session is for beginner-level users.
	1:00–2:45 PM	CXone Mpower Dashboards	Explore the new CXone Mpower Dashboards from start to finish. Learn how to utilize Dashboards to monitor your Contact Center in real time and track KPIs throughout the day. Bring your laptop with an active CXone Mpower user account. This session is for users of all levels.
	3:15–5:00 PM	CXone Mpower Metric Deep Dive: Tips and Tricks	Discover practical Tips and Tricks to elevate your Reporting capabilities. Explore key Reports and Metrics to make the most of CXone Mpower Reporting. Bring your laptop with an active CXone Mpower user account. This session is for users of all levels.
CXone Mpower IVR Development with Studio	10:00 – 11:45 AM	CXone Mpower Studio: Learn the Basics	In this session you will learn how to navigate the platform and configure a basic inbound phone script from scratch. The session will cover commonly used Studio actions, including Menu, Hours, Loop, ReqAgent, OnAnswer, and Messages. If you plan to build your own script during all three sessions of this track, please come prepared with your laptop (a mouse is recommended for ease of use). Make sure you have an active CXone Mpower UserHub account with permissions to run CXone Mpower Studio (Web Version), the ability to launch the CXone Mpower Agent or Max Agent, at least one assigned Inbound Test phone skill, and a test Hours of Operation. Please ensure no production skills are assigned to your user during the class. This session is designed for beginners learning CXone Mpower Studio (Web Based).
	1:00–2:45 PM	CXone Mpower Studio: Variables and Snippets	Building on the concepts from Session 1, you will learn how to use the Snippet action and Variables to make your script more manageable and efficient. If you plan to build your own script during all three sessions, please come prepared as detailed in the description of the first session of this track. This session is designed for those who attended the first session of this track, or those that want to gain a deeper understanding of the Snippet action and Variables.
	3:15–5:00 PM	CXone Mpower Studio: RunSubs and RunScripts	Building on the concepts from the previous sessions, you will learn how to use RunSub and RunScript actions to optimize your scripts by reducing their size. These actions allow you to create modular scripts that can be shared across other scripts within your business unit, minimizing the number of scripts you need to manage. If you plan to build your own script during all three sessions, please come prepared as detailed in the description of the first session of this track. This session is designed for those who attended the first two sessions of this track or those who want to gain an understanding of the RunSub and RunScript actions.

CXone Mpower Advanced Scripting and Agent Integrations	10:00 – 11:45 AM	CXone Mpower Studio: Modular Scripting	Learn how to design a dynamic, modular workflow that allows a single CXone Mpower Studio script to handle multiple tasks with easy management and scalability. This session covers best practices for script reusability, efficient framework development, and long-term maintainability. Bring your laptop with an active CXone Mpower user account to participate in interactive exercises. This session is for Intermediate to Advanced Studio users.
	1:00–2:45 PM	CXone Mpower Studio: Advanced Script communication	Take a deep dive into CXone Mpower Studio multi-script communication and learn how scripts can efficiently exchange data, interact, and execute complex workflows. This session explores API calls, messaging protocols, and event-driven scripting to enhance automation and integration. Bring your laptop with an active CXone Mpower user account to actively engage in scripting exercises. This session is for Advanced Studio users.
	3:15–5:00 PM	CXone Mpower Agent Integration Workflow	Master the setup and optimization of CXone Mpower Agent integration workflows for both new customers and those migrating from other platforms. This session will cover best practices for integrating digital and voice channels, ensuring smooth transitions, and leveraging CXone Mpower capabilities to enhance agent performance. Bring your laptop with an active CXone Mpower user account enabled to participate in guided exercises. This session is for Intermediate Studio users.
CXone Mpower Digital Channels Engagement Strategies	10:00 – 11:45 AM	Digital Channels: Defining an engagement strategy	Learn how to identify and create your customer engagement strategy, and develop templates with branding concepts for single channel, multi-channel, and portal. Bring your laptop with an active CXone Mpower user account to participate in Guide template exercises. This session is for users of all levels.
	1:00–2:45 PM	Digital Channels: Proactively engage your customers	Learn how to create Guide rules that align with your engagement strategies, while understanding the difference between reactive and proactive engagements. Bring your laptop with an active CXone Mpower user account to participate in Guide template exercises. This session is for users of all levels.
	3:15–5:00 PM	Digital Channels: Implementing proactive engagements	Learn how to build rules that engage your patrons during moments of friction, ensuring a smooth and successful journey on your website. Bring your laptop with an active CXone Mpower user account to participate in Guide template exercises. This session is for users of all levels.
CXone Mpower Interaction Analytics	10:00 – 11:45 AM	CXone Mpower Interaction Analytics Essentials	Attend this introductory session for all users focusing on CXone Mpower Interaction Analytics Essentials. Learn to query data by agent, skill, or team and how to focus on volume, sentiment, and silence to drive ROI and optimize coaching practices. Compare and contrast by using customized workspaces and BI Reports that track and trend over time. This session is for potential and active users of all levels.
	1:00–2:45 PM	CXone Mpower Interaction Analytics: Highlights, Common Use Cases, and Best Practices	Dive into an in-depth session addressing CXone Mpower Interaction Analytics Misconceptions and Common Use Cases. Explore available resources to assist with IA Optimization. Bring your laptop with an active CXone Mpower user account enabled and “view/edit/admin” access to Interaction Analytics. This session is for Intermediate to Advanced users.

3:15–5:00 PM	Optimizing CXone Mpower Interaction Analytics Customization	Join our CXone Mpower Interaction Analytics experts to learn how to create specific categories to surface complaints, contact reasons and other crucial data points. This session will emphasize the importance of the Language Model, along with how to manage and implement best practices for customization. Bring your laptop with an active CXone Mpower user account enabled and “view/edit/admin” access to Interaction Analytics. This session is for Intermediate to Advanced users.
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CXone Mpower SmartReach	10:00 – 11:45 AM	High-Impact Outbound Campaigns with CXone Mpower SmartReach	Turn your outreach into SmartReach. In this hands-on session, you’ll learn how to build laser-targeted campaigns using consent, channel preferences, and customer insights. Get step-by-step guidance on importing data with Input Filters, creating dynamic Segmentation rules, and launching one-time or scheduled campaigns. Plus, discover how to track performance in real-time with customizable dashboards. This session is for beginner to intermediate users.
	1:00–2:45 PM	CXone Mpower SmartReach: Secure & Proactive Outreach Made Easy	Supercharge your outbound strategy while staying ahead of compliance risks. This session walks you through powerful voice and digital tools, from HCI and Automated dialing to Preview campaigns—all with built-in compliance safeguards. Learn how to optimize outreach while ensuring minimizing risk engagement across your customer channel of choice. This session is for beginner to intermediate users.
	3:15–5:00 PM	CXone Mpower Desk: Empower Agents, Elevate Performance	Elevate the agent experience with a purpose-built CRM designed to inspire motivation, boost collaboration, and drive performance. This session will show you how to unify scripting, ticketing, and lead management into one seamless workspace interface. Discover how our Designer capability enables you to customize the agent desktop to fit your unique workflows—tailoring layouts, integrating customer history and consent management, and maximizing efficiency with real-time data access. This session is for intermediate users.

CXone Mpower Performance Management	10:00 – 11:45 AM	CXone Mpower PM: Crafting a Performance Culture Within Your Call Center	Discover best practices for driving outstanding performance results by leveraging the full potential of CXone Mpower Performance Management. Learn how to visualize, organize, and share your data effectively to enhance decision-making and operational efficiency. Explore lesser-known CXone Mpower Performance Management features, including advanced visualization tools, calculated metrics, wallboards, objectives, third-party data integration, and coaching capabilities. Gain actionable insights on how these powerful functionalities can supercharge your contact center’s performance and create a high-impact performance culture. This session is for users of all levels.
	1:00–2:45 PM	The A-to-Z Guide to CXone Mpower Performance Management Gamification	Discover how gamification can drive productivity and engagement in your contact Center. In this session, we’ll take you through the complete journey of adopting the CXone Mpower Performance Management gamification solution – from initial design and fund allocation to selecting the right games, identifying relevant teams, managing change, and implementing awards and recognition programs. Learn best practices to seamlessly integrate gamification into your operations and unlock the full potential of fun to elevate performance and motivation across your workforce. This session is for users of all levels.

	3:15–5:00 PM	Unlocking the Secrets of the Agent Desktop with CXone Mpower Desktop Discovery	Learn how to leverage valuable agent desktop activity data to drive performance improvements with CXone Mpower Desktop Discovery. Discover how to utilize AI to identify usage trends, knowledge gaps, productivity barriers, and process bottlenecks. Once these insights are understood, take actionable steps through best practices, targeted coaching, and gamification strategies to elevate your contact center's performance to the next level. This session is for users of all levels.
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CXone Mpower Autopilot Basics	10:00 – 11:45 AM	CXone Mpower Autopilot: Natural Language Understanding	This session lays the foundation for determining what data to use to build your CXone Mpower Autopilot virtual agent, whether it be entirely custom or by leveraging one of the out-of-the-box domains provided, or a little of both. You will learn best practices in gathering Intents and Entities to use and how to define tasks that will be associated with each. This session is for administrators and developers.
	1:00–2:45 PM	CXone Mpower Autopilot: Virtual Agent	This session focuses on demonstrating how to build a virtual agent within the Omilia Cloud Platform, preparing it for integration into CXone Mpower Autopilot. This session is for administrators and developers.
	3:15–5:00 PM	CXone Mpower Autopilot: Integrate with User Hub	Learn how to integrate your CXone Mpower Autopilot virtual agent for these use cases: Voice Biometrics for validating users by way of voice; and Virtual Agent Hub for creating the bot within CXone Mpower that will communicate with your virtual agent created previously, in order to manage customer interactions efficiently for your business needs. This session is for administrators and developers.

Becoming an AI Transformation Changemaker	10:00 – 11:45 AM	Becoming an AI Changemaker	AI is reshaping CX and the way we solve contact center challenges. In order to leverage AI to drive this innovation, we need changemakers to champion these changes. Learn from our Value Realization Services (VRS) experts about best practices, strategies and tactics to becoming an AI Changemaker in your organization.
	1:00–2:45 PM	AI-centric CX – Designing & Prioritizing Use Cases for AI Success	AI is revolutionizing CX and transforming how we tackle contact center challenges. But driving this innovation requires bold changemakers who can lead the charge. In this session, our Value Realization Services (VRS) experts will cover the best practices, strategies, and actionable tactics to become an AI Changemaker in your organization – empowering you to unlock AI's full potential and drive meaningful impact.
	3:15–5:00 PM	Operationalizing AI: Measuring business impact & accelerating ROI	Success with AI isn't just about leveraging the right technology – it's about knowing where and how to apply it for the greatest impact. In this session, our Value Realization Services (VRS) experts will explore how to design and prioritize AI use cases that align with your organization's business objectives, driving measurable outcomes and accelerated ROI. Gain insights into strategic approaches that ensure AI delivers real value and sustainable success.

The Building Blocks for AI Hyperscale	10:00 – 11:45 AM	Moving from Building AI Foundations to Hyperscale	As AI continues to evolve, organizations are shifting from building foundational AI capabilities to preparing them for hyperscale. In this session, we will explore the key challenges and strategies for implementing AI at scale across your organization. Our Value Realization Services (VRS) experts will walk you through case studies of organizations that have successfully navigated this shift, providing insights into best practices for scaling AI solutions while maintaining agility and innovation.
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	1:00–2:45 PM	Turning CX Data into Actionable Strategies	In today's competitive landscape, collecting CX interaction data is just the first step. The real challenge lies in transforming that data into meaningful insights and actionable strategies that drive business outcomes. In this session, our Value Realization Services (VRS) experts will explore proven methods for analyzing CX data, identifying key trends, and implementing data-driven initiatives that enhance customer satisfaction and loyalty.
	3:15–5:00 PM	The value of AI: KPIs for AI-Centric CX	As organizations increasingly integrate AI into their CX strategies, measuring its true value becomes a critical challenge. Traditional KPIs often fail to capture AI's unique contributions, from automation efficiency to personalized engagement. Learn from our Value Realization Services (VRS) experts as they highlight key performance indicators (KPIs) for AI-driven CX and provide insights into defining, tracking, and optimizing AI-centric KPIs to ensure AI investments translate into measurable business value.

NICE IEX Workforce Management Suite	10:00 – 11:45 AM	WebStation and EEM Better Together!	Learn best practices on how to use NICE IEX WFM WebStation's capabilities with EEM to enhance the employee experience. Providing employee self-service options is a key driver for having a balance of employee satisfaction and operational efficiencies. Join this session to learn how to use the best option available to automate decisions, manage service levels and improve employee experience. This session is for users of all levels.
	1:00–2:45 PM	Real-time Adherence Taken to the Next Level	Learn how NICE IEX WFM and EEM capabilities work together to accelerate your RTA process, providing automation options for alerting employees when actions are needed. Discover how in addition to alerting employees, EEM can provide Adaptive Events to adjust breaks, lunches, and other schedule activities within a given threshold. This session is for users of all levels.
	3:15–5:00 PM	NICE IEX WFM, ESP and EEM Working Together	Learn how to optimize your usage of the NICE WFM Suite to enhance operational planning, starting with long-term capacity planning in ESP (Enhanced Strategic Planner) and core WFM for forecasting, scheduling, monitoring, and reporting. Focus on EEM for short-term staffing optimization and empowering agents with self-service options. This session is for users of all levels

NICE IEX Advanced Workforce Management	10:00 – 11:45 AM	Optimizing Your Forecast	Forecasting is the foundation for creating an effective WFM plan that achieves the organizational goals and drives customer satisfaction. In this session, you will explore techniques to utilize AI and other advanced features within NICE IEX WFM to assist in the art and science of generating an accurate forecast. This session is for users of all levels.
	1:00–2:45 PM	Build the Ideal Staffing Plan for Your Contact Center with Schedule Pattern Generation	Learn how to leverage NICE IEX WFM to generate and evaluate staffing scenarios, identifying the best mix of shift lengths and start times without real employee constraints. Discover strategies to refine your existing schedules or design new ones, ensuring optimal coverage for your contact center. This session is for users of all levels.
	3:15–5:00 PM	Interpreting Intraday Results	Effective intraday management is critical to ensure the forecasting and scheduling efforts are executed. Uncover best practices for real-time monitoring, resource allocations, scheduling adjustments, and strategies to maintain service levels while optimizing employee productivity and customer satisfaction. This session is for users of all levels.

Nexidia Interaction Analytics	10:00 - 11:45 AM	Exploring Insights: Mastering Data Analysis Through Dynamic Searches with Nexidia Explore	Unlock the full potential of data analysis with the Explore tool in Nexidia Interaction Analytics. We will dive deep into dynamic search techniques, learning how to refine searches, identify high-quality datasets, and extract meaningful insights. Leverage Explore searches to create powerful, comparative dashboards that drive data-driven decision-making. This session will equip you with the strategies needed to transform raw data into actionable intelligence. This session is for new users to the tool and users of all levels looking to enhance their analytical skills.
	1:00-2:45 PM	Navigating the Landscape of Dossier Dataset Creation using Nexidia Reports	Explore the intricate landscape of dossier dataset creation with Nexidia Interaction Analytics and Quality Central Reports in this in-depth session. Learn best practices for generating high-quality datasets while understanding the limitations and challenges associated with different report types. Discover how to optimize Standard Reports to build effective datasets that enhance analysis and decision-making. Bring your knowledge of Standard Reports and learn practical techniques for transforming those datasets into dynamic and insightful Dashboard reports. This session is for users of all levels.
	3:15-5:00 PM	Harnessing Nexidia Enlighten Metrics: Gaining Actionable Insights for CSAT Analysis	Learn how to harness NICE Enlighten's behavior metrics to effectively measure and enhance agent performance. Discover best practices for integrating Enlighten soft skills metrics into your Nexidia Interaction Analytics reports and dashboards, providing deeper insights into customer satisfaction within your organization. Gain actionable strategies to elevate your CSAT analysis and drive meaningful improvements. The session is for beginner-level users.

NICE Quality Central	10:00 - 11:45 AM	Improve your Evaluation Process Efficiency Leveraging Quality Central Workflows	Learn how to automate the assignment of interaction reviews in a fair and unbiased manner, while maximizing resource efficiency. This feature is a favorite among NICE Quality Central users, providing the ability to streamline Quality Assurance Reviews, Complaint Oversight, and Strategic Monitoring of Key Business Drivers. This session is for users of all levels.
	1:00-2:45 PM	Unlock the power of the Quality Central Portal Dashboards for Agents and Supervisors	This session provides best practices and insights into industry trends to help you make the most of your dashboards. Join our experts to explore all the data options available, including Analytic Queries, Enlighten behaviors, and other key measurements. Learn how to design around on the behaviors that matter most for coaching, trending, and driving performance. This session is for users of all levels.
	3:15-5:00 PM	Master Quality Central Reporting to Elevate Your Quality Programs	Learn how to create key reports in NICE Quality Central that support your quality program workflows, coaching, and QC Portal Scorecard Trends. This session will guide you through the essential reports that drive efficiency and effectiveness in your quality management processes, ensuring you have the insights needed to optimize performance. The session is for beginner-level users.