

NiCE World

EDU Day

Monday June 8th, 2026

Get valuable, practical knowledge allowing you to extract the most from your NiCE solutions.



That's so NiCE



Track Name	Time Slot	Session Name	Description
Omnichannel Routing: Lead AI Journeys	10:00 AM	Omnichannel Routing: ACD & Digital Experience Administration Essentials	Learn how to configure and manage Digital Experience channels through a guided, hands-on session. Explore how to build digital skills within ACD and Administration and gain foundational knowledge to confidently manage digital workflows and establish consistent customer engagement practices. Hands-on is optional, so you can bring your laptop with an active CXone account to follow along within your own Business Unit, ensuring Digital Engagement is enabled. This session is for beginner-level administrators.
	12:45 PM	Transforming the Agent Experience with Agent Workspace in CXone	Explore digital contact handling within the Agent Workspace and discover how the modern interface enhances productivity and interaction management. Learn how agents navigate active contacts, use built-in tools such as quick responses, manage multichannel conversations, and stay efficient across simultaneous interactions. Strengthen your understanding of core Agent Workspace capabilities and reinforce best practices for daily agent work. This session is for beginner-level administrators.
	2:30 PM	The Modern Supervisor: Turning Insights into Action with Supervisor Workspace in CXone	Get practical experience with Supervisor Workspace and Copilot for Supervisors as you learn how to simplify daily tasks, respond in real time, and deliver more personalized coaching using AI-powered insights. Explore tools that enhance visibility, streamline interventions, and support stronger team performance. Hands-on is optional, so you can bring your laptop with an active CXone account to follow along within your own Business Unit. This session is for beginner to intermediate users.
Reporting and Dashboards (CXone): Lead AI Outcomes	10:00 AM	Introduction to Data Download and Custom Reports (Historical Reporting) in CXone	Discover how to transform your data into actionable insights using Pre-Built Reports, Custom Reporting, and Data Download in CXone. Whether you're brand-new to CXone or looking to sharpen your reporting skills, this session will give you the fundamentals confidence and know-how. Hands-on is optional, so you can bring your laptop with an active CXone account to follow along within your own Business Unit. This session is for beginner-level users.
	12:45 PM	CXone Dashboards (Real-Time Reporting)	Explore the new Dashboards (CXone) from start to finish. Learn how to utilize Dashboards to monitor your contact center in real time and track KPIs throughout the day. Hands-on is optional, so you can bring your laptop with an active CXone account to follow along within your own Business Unit. This session is for beginner-level users.
	2:30 PM	Unlock powerful reporting insights with practical tips and tricks	Take a deeper dive into CXone reporting as we explore top reports, share expert tips and tricks, and break down the key do's and don'ts. Learn how to get clearer insights, avoid common pitfalls, and make the most of CXone's reporting tools. Hands-on is optional, so you can bring your laptop with an active CXone account to follow along within your own Business Unit. This session is for beginner to intermediate users.
Studio Scripting for Beginners in CXone	10:00 AM	CXone Studio Fundamentals - Core Concepts, Tools, and Call Flow Design	Learn how to build your first Studio script using the most commonly used actions, gaining practical experience with the tools you'll rely on every day. See how to test and validate your script, and how importing and exporting scripts and managing prompts can help you work more efficiently across projects. Bring your laptop with an active CXone account with full admin permissions and access to Studio (web). This session is for beginner-level users.

	12:45 PM	CXone Studio RunSubs and RunScripts	Explore proven techniques for reducing the size and complexity of your Studio scripts to improve performance and maintainability. Learn how to use RunSubs and RunScripts to break your scripts into modular components that are easier to manage and update, and best practices for managing variables effectively to ensure correct data flows. Bring your laptop with an active CXone account with full admin permissions and access to Studio (web). This session is for beginner-level users.
	2:30 PM	CXone Studio: Building Your First Production-Ready IVR – Patterns and Best Practices	Establish foundational understanding of variables in Studio, including what they are and how they are created within the scripting environment. Explore the different types of variables available in Studio and how to use each type effectively. Learn how SNIPPET programming allow integrating code-based logic directly into your Studio workflows. Bring your laptop with an active CXone account with full admin permissions and access to Studio (web). This session is for beginner-level users.

Advanced Studio Scripting in CXone	10:00 AM	CXone Studio Evolution: Your migration from Desktop to Cloud	Learn what’s new, what works differently, and how to adapt your existing approach as you transition from Desktop Studio to CXone Studio. Explore available actions, development workflow differences, and effective script navigation in the updated environment. Our experts will review examples, answer questions, and address common migration considerations. Hands-on is optional, so you can bring your laptop with an active CXone account and access to Studio to follow along within your own Business Unit. This session is for intermediate to advanced users.
	12:45 PM	Integrate & Elevate: Unlocking Agent Integrations in CXone	Learn how to build and configure the Studio scripts that power your Agent Workspace in CXone. Review key setup steps and advanced configuration options that help align the agent experience with operational needs. Our experts will walk through real-world examples and common scenarios. Hands-on is optional, so you can bring your laptop with an active CXone account and access to Studio to follow along within your own Business Unit. This session is for advanced users.
	2:30 PM	Script Smarts: Effective Troubleshooting Techniques for Script Developers in CXone Studio	Learn a straightforward approach to troubleshooting CXone Studio issues by identifying where flows break and what information matters most. Review how to use Studio and Contact History to understand what occurred while working through scenarios and examples. Hands-on is optional, so you can bring your laptop with an active CXone account and access to Studio to follow along within your own Business Unit. This session is for intermediate to advanced users.

Workforce Management (CXone): Lead AI workforce	10:00 AM	Strategic Forecasting: Building Plans That Perform in Workforce Management (CXone)	Learn how to build stronger workforce plans by combining historical data, forecasting models, and business insight within Workforce Management. Explore how forecasting profiles, special day adjustments, and staffing parameters work together to produce accurate predictions that support operational goals. Understand how to evaluate forecast performance, respond to changing demand, and translate forecasts into staffing plans that drive service level success. This session is for users of all levels.
	12:45 PM	Scheduling with Purpose: Turning Plans into Operational Balance with Workforce Management (CXone)	Learn how to transform workforce forecasts into balanced schedules that support both operational efficiency and employee experience. Explore how scheduling rules, staffing requirements, and schedule management tools work together to ensure the right coverage at the right time. Discover practical ways to identify staffing gaps, adjust schedules, and maintain stability while supporting workforce flexibility. This session is for users of all levels.

	2:30 PM	AI in Action: Automation and Optimization for Modern Workforce Management (CXone)	Learn how AI driven automation within Workforce Management can help streamline daily workforce operations and improve staffing alignment. Discover how features such as schedule optimization, automated approval rules, and real time operational insights reduce manual effort while improving workforce efficiency. Explore how automation can support faster decision making, better staffing outcomes, and a more agile workforce strategy. This session is for users of all levels.
Quality Management (CXone): Lead AI quality	10:00 AM	Smarter Evaluation Design: Creating Quality Management (CXone) Forms That Drive Real Performance Change	Learn to create evaluation forms that are used for evaluations using a blend of traditional scoring and Auto Response scoring, quality plans and calibrations. Bring your laptop with an active CXone account with QM enabled in your Business Unit. This session is for users of all levels.
	12:45 PM	High-Impact Quality & Coaching Program: From Evaluations to Calibration Excellence in Quality Management (CXone)	Get hands-on experience creating Quality Plans, traditional evaluations, and calibrations, while integrating effective coaching practices to drive performance improvement. Use data from My Zone in Quality Management, BI Reporting, and dashboards to uncover insights, guide coaching conversations, and elevate your organization's quality program. Bring your laptop with an active CXone account with QM enabled in your Business Unit. This session is for users of all levels.
	2:30 PM	The Future of Quality in Quality Management is Here: AI-Powered Insights & Automation (CXone)	Learn to use Quality Management Advanced AI Auto Score to elevate organizational performance. Explore how to create AI Studio prompts, build strategic AI Scorecards, and use insights to do more in the same amount of time. Discover how Evaluation Summary supports traditional scoring with GenAI summaries. Hands on is optional, so you can bring your laptop with an active CXone account with QM and GenAI enabled and in your Business Unit. This session is for users of all levels.
Interaction Analytics (CXone): Lead AI intelligence	10:00 AM	Interaction Analytics (CXone) Foundations: Fast-Track Your Path to Value	Accelerate your analytics journey using IA reports to establish your baseline. Pinpoint key performance gaps and identify top contact reasons to provide clarity on where you are today - and where to go next. Bring your laptop with an active CXone account with Interaction Analytics and BI reports enabled and ensure your user has view/edit/admin access. This session is for beginner to intermediate users.
	12:45 PM	Exploring Interaction Analytics (CXone) Use Cases: What Works, What Scales, What Delivers Results	Dive into an in-depth exploration of common Interaction Analytics use cases and learn how to apply them effectively to uncover insights and improve operational performance. Explore available resources that support optimization and guide you in maximizing the value of IA within your organization. Bring your laptop with an active CXone account with Interaction Analytics enabled and ensure your user has view/edit/admin access. This session is for intermediate to advanced users.
	2:30 PM	AI-Powered Advances in Customer Conversation Analysis for Interaction Analytics (CXone)	Learn how to use Intents, Actions, and Outcomes to accelerate insight discovery, highlight emerging opportunities, and identify areas suitable for automation or self-service. Explore how Copilot for Analytics can help jump-start searches and streamline your workflow. Bring your laptop with an active CXone account with Interaction Analytics enabled and ensure your user has view/edit/admin access to Interaction Analytics and Topic AI. This session is for intermediate to advanced users.
Performance Management (CXone): Lead AI performance	10:00 AM	Building a high performance culture with Performance Management (CXone)	Stop drowning in data and start driving results. Go beyond basic dashboards to align agent goals with enterprise strategy using Performance Management (CXone). Learn to integrate third-party data, use advanced visualizations, and leverage gamification directly within Agent and Supervisor Workspaces. Transform static reporting into dynamic improvement and build a high-impact culture where every agent knows exactly how to

	12:45 PM	Embedding AI powered insights into a high impact, scalable coaching framework	Move beyond identifying problems to fixing them at scale. Join us to unveil AI Coaching Insights, a tool that transforms interaction data into proactive developmental breakthroughs. Discover how our AI engine generates tailored action plans and coaching recommendations for every agent. Shift from reactive scoring to a predictive mentorship model that closes proficiency gaps and boosts confidence - all while building a high-performing workforce without increasing managerial overhead.
	2:30 PM	Unlocking the Secrets of the Agent Desktop with Desktop Discovery	Learn how to leverage valuable agent desktop activity data to drive performance improvements with 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.
Outbound Engagement: Lead AI outreach	10:00 AM	Outbound Engagement: Smarter Outreach Campaigns	Learn how proactive AI engagement turns customer insights into high-performing outbound campaigns. Explore how NiCE's native Outbound Engagement unifies voice and digital management, automation, compliance, and analytics across the full campaign lifecycle - from data ingestion to post-launch analysis - for optimal timing, channel selection and real-time decisioning at every touchpoint. This session is for beginner to intermediate users.
	12:45 PM	Outbound Engagement: Secure Proactive Outreach	Learn how NiCE Outbound Engagement supports effective outreach through advanced voice and digital capabilities, and the strong compliance safeguards built into each workflow. Explore how the latest updates align with evolving regulations, including iOS 26, reduce risk, and facilitate effective outreach. This session is for beginner to intermediate users.
	2:30 PM	Agent Workspace Advanced & Premium: Empower Agents and Elevate Performance	Learn how to streamline workflows with scripting, case tracking, and customer management in a single, customized and AI-powered workspace, with integrated interaction history, consent administration, and live data. Discover how agent experience capabilities such as real-time guidance, contextual insights, and workflow automation can boost performance. This session is for beginner to intermediate users.
Copilot for Agents: Lead AI assist	10:00 AM	Copilot for Agents in Action: Proven Use Cases & What You Need to Know	Discover how to get the most from AutoSummary and Copilot for Agents by exploring practical use cases and proven best practices. This session dispels common misconceptions and highlights the behaviors, processes, and mindsets that unlock measurable value. Ideal for teams seeking clarity, confidence, and stronger adoption of AutoSummary and Copilot for Agents in their AI journey. This session is for beginner to intermediate users.
	12:45 PM	GenAI Prompt Editor: Mastering Prompts with Data-Driven Insights	Learn how to fine-tune AutoSummary and Copilot for Agents using the GenAI Prompt Editor and uncover insights through the Observability Dashboard. This session shows how to diagnose issues, refine prompts, strengthen your knowledge base, and guide agent performance. Perfect for admins, analysts, and supervisors committed to optimizing results and driving measurable operational value. This session is for beginner to intermediate users.
	2:30 PM	Optimizing Copilot for Agents Through Knowledge Management	Learn how article structure, KB profiles, and prompt settings shape Copilot for Agents responses - and where performance can quietly fail. This session showcases a real article transformation and guided use of the Prompt Editor and test suite, to reveal what truly drives outcomes. Ideal for admins and analysts seeking a practical framework to fine-tune Copilot for Agents and act immediately. This session is for beginner to intermediate users.

Workforce Management (IEX): Lead AI operations	10:00 AM	Supercharging Workforce Management (IEX) with AI Copilot	Explore how WFM teams will soon use Copilot to simplify routine intraday updates such as modifying lunches, reassigning activities, and instantly surfacing adherence insights. Learn how AI-supported workflows drive faster, more proactive decisions and enhance overall operational responsiveness. Leave with demos, practical use cases, and a clear roadmap for adopting this next wave of AI capabilities. This session is for users of all levels.
	12:45 PM	Preparing Enhanced Strategic Planner (ESP) for the New Contact Mix	Learn how shifts toward AI-handled interactions change workforce planning by increasing the complexity and cognitive load of agent work. Explore how Enhanced Strategic Planner models account for longer handle times, expanded training needs, and evolving staffing expectations. Walk through scenarios, demos, and best practices to build staffing plans that remain resilient as AI reshapes contact center demand. This session is for users of all levels.
	2:30 PM	Designing Smarter Staffing Plans with Schedule Patterns and BYOS in Workforce Management (IEX)	Learn how to use Schedule Pattern Generation alongside the new BYOS feature to balance accurate staffing requirements with greater agent flexibility. Explore how to model alternative scenarios, compare coverage outcomes, and refine or redesign schedules that support both operational goals and workforce preferences. Gain practical techniques to build schedules that enhance stability and engagement. This session is for users of all levels.
Interaction Analytics (Nexidia) and Quality Management (QC): Lead AI insight to action	10:00 AM	Discovering What Matters: Smart Category Building in Interaction Analytics (Nexidia)	Learn how to uncover deeper insights within customer interactions using AI-driven search and Explore Categories. Discover techniques for building, refining, and validating categories that reveal emerging themes and trends. Gain practical methods to accelerate your analysis and improve how your organization identifies actionable opportunities. This session is for analysts and insight teams. This session is for users of all levels.
	12:45 PM	Analytics to Action: Elevating Quality with AI-Powered Insights in Quality Management (QC)	Struggling to turn interaction insights into measurable quality improvements? Learn how Interaction Analytics and Quality Management transform AI-generated insights into automated evaluations and targeted coaching. Gain practical methods to move from detection to action to improve agent performance and customer experience. This session is for users of all levels.
	2:30 PM	Your Data, Smarter: Automated Insight Dashboards that Drive Decisions in Interaction Analytics (Nexidia)	Spending too much time building reports instead of acting on insights? Learn how Automated Insight Dashboards surface key trends and opportunities across Interaction Analytics and Quality Management. Gain practical techniques how automated insights help teams quickly identify issues, prioritize actions, and drive better decisions. This session is for beginner to intermediate users.
AI That Delivers: From Strategy to Measurable Value	10:00 AM	Designing Your AI Journey: A Practical Roadmap for Scalable Impact	Everyone wants AI - but few know where to begin on how to start or scale effectively. This session presents a practical roadmap covering core foundations, key value drivers like automation and copilot, and strategies for sustained innovation. Learn how to sequence investments, reduce risk, and drive measurable, scalable impact.
	12:45 PM	AI ROI Isn't Automatic: Measuring What Actually Matters	There are no industry benchmarks for AI adoption - yet every stakeholder wants proof of ROI. In this session, Value Realization Services (VRS) business consultants tackle one of the biggest gaps in the industry: connecting AI deployment to measurable KPI improvement and sustained adoption. Learn practical frameworks for defining success metrics, establishing internal benchmarks, and tying AI usage to operational and financial outcomes.

	2:30 PM	Trust, Training, and Frontline Adoption: The Hidden ROI Multiplier	AI ROI is often delayed – not because the technology fails, but because frontline teams don’t trust or use it effectively. In this session, Value Realization Services (VRS) business consultants explore the behavioral and operational elements that drive real adoption. Learn how to measure agent engagement with AI tools, design effective enablement strategies, and ensure your workforce accelerates – rather than stalls – your AI investment.
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Operationalizing AI: Governance, Optimization & Continuous Value

10:00 AM

AI in the Customer Journey Ecosystem: Connecting the Automation Dots

AI cannot operate in isolation. In this session, Value Realization Services (VRS) business consultants explore how AI integrates across CCaaS, WEM, and digital channels to create seamless customer journeys and empowered workforces. Learn how to design cross-platform orchestration strategies and align AI initiatives with broader CX and operational goals.

12:45 PM

Governance in the World of AI: Doing It Right the First Time

Without governance, AI creates risk instead of value. In this session, Value Realization Services (VRS) business consultants outline the governance frameworks required to ensure AI is implemented responsibly, measured accurately, and continuously optimized. Learn how to establish ownership models, define reporting standards, and build executive dashboards that sustain confidence in AI initiatives.

2:30 PM

From Go-Live to Growth: Continuous AI Optimization & Managed Acceleration

Many AI initiatives stall after go-live. In this session, Value Realization Services (VRS) business consultants explore how organizations move from implementation to continuous improvement. Discover how optimization cycles, performance tuning, managed services, and data-driven refinement drive sustained adoption and measurable growth.

