



| 10:00 - 10:50 | Registration |
|---------------|---------------------------------------------------------------------------|
| 10:50 - 11:00 | Welcome Address Darren Rushworth |
| 11:00-12:30 | From Al Vision to Reality: Consumer, Employee and Business Transformation |
| | Richard Bassett, Luke Duffell, Chris Main and Andrew Tucker |

NHG WFM

NIJGCXone

PARTNER

13:30 - 14:30

Performance Management Workshop: Diagnostic vs. Targeted Metrics

Graeme Gabriel, Sue Bolt and Paul Perry

Unlocking the Future: From Sovereign Instances to Scalable Innovation

Gregg Widdowson, Regis Rouas and Mark Baldwin

From Chaos to Clarity: Mastering the Demo

James Bentley and Will Penn

14:30 - 15:00

Break at Innovation Hall

15:00 - 16:00

The Anatomy of a Perfect Schedule

Graeme Gabriel, Sue Bolt and Paul Perry

See It to Believe It: Live Agent Assist Setup with AutoSummary & Copilot

Gregg Widdowson, Regis Rouas and Mark Baldwin

CEO Fireside Chat for Partners

Scott Russell and Darren Rushworth

16:00-18:00

Welcome Reception