

MORNING
 SESSIONS

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

BREAKOUT
 SESSIONS

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

AFTERNOON
 SESSIONS

15:45 - 16:10	Customer Keynote: 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	CX Excellence Awards
16:35 - 17:05	Celebrity Keynote Jonny Wilkinson
17:05 - 17:15	Closing Address Darren Rushworth, President, NICE International
17:15 - 19:00	Party on the Pitch Kaiser Chiefs