

CTIONS 2011

INTERACTIONS 2011

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July 4-7, 2011
APAC User & Partner Conference
Hilton Sanya Resort and Spa,
Hainan Island, China

Join us at Interactions 2011, NICE's Annual Asia Pacific User & Partner Conference, held in cooperation with the NICE User & Partner Community. The Conference brings together close to 300 industry leaders, representatives of leading government, public safety, telecommunication providers, banking and financial organizations in the conference community that will ensure a stimulating and high quality learning and networking environment.

PROGRAM HIGHLIGHT

July 4, 2011 (Monday)

- Registration
- Welcome Dinner

July 5, 2011 (Tuesday)

- Plenary Session
- Solutions Breakout Tracks 1 - 4
- Solutions Showcase Exhibition
- CXO Innovation & Advisory Board
- Interactions GALA Dinner
- Customer Excellence Award

July 6, 2011 (Wednesday)

- Plenary Session
- Solutions Breakout Tracks 1 - 4
- Solutions Showcase Exhibition
- Dinner in Town

July 7, 2011 (Thursday) Optional

- Water Sports @ Wuzhizhou Island
- Yanuoda Rain Forest & Binglanggu
- Sun Valley Golf Club

EXECUTIVE SPEAKERS

Opening Welcome Speech

Raghav Sahgal
President, NICE Asia Pacific

Today's World

Zeevi Bregman
CEO & President, NICE Global

Impacting Every Customer Interaction

Udi Ziv
President, NICE Enterprise Group

Impacting Every Security and Safety Situation

Israel Livnat
President, NICE Security Group

CXO Innovation & Advisory Board

Benny Einhorn
Chief Marketing Officer, NICE Global



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CXO INNOVATION & ADVISORY BOARD MEETING

Join the Meeting of Leading Minds, an exclusive leadership round table forum that provides a conversational platform for industry leaders to meet and share insights, ideas and thoughts.

This exclusive forum facilitates an open exchange of insights and information on business challenges, evolving trends and leading edge technologies and innovative solutions enabling organizations to lead in the **New Experience Era!**

Don't miss this opportunity to network and collaborate with leaders of banking, insurance and financial organizations, telecommunications, government agencies, BPOs, public safety institutions, industry analysts and vendor community.

CUSTOMER EXCELLENCE AWARD

Join us as we celebrate and honor the winners of the 2011 Customer Excellence Awards and learn how these organizations use NICE solutions to drive creative, inventive approaches to managing their operations and optimizing business performance.

Award Categories

- Implementation Excellence
- Employee Excellence
- Customer Satisfaction
- Operational Effectiveness
- Sales and Marketing Effectiveness
- Regulatory Compliance

BREAKOUT TECHNOLOGY & SOLUTIONS DEMO CASE STUDY	TRACK 1 BUSINESS SOLUTIONS	TRACK 2 TECHNOLOGY ADVANCEMENTS	TRACK 3 CAPTURE, QUALITY, & ANALYTICS EDUCATION	TRACK 4 SECURITY SOLUTIONS
July 5 Tuesday Session 1 3:30pm - 4:30pm	Optimizing Call Center Operational Efficiency	Multi-Channel Capture – The Truth is Out There and its Simple	NICE Maintenance tools – Keeping Your Business Healthy	NICE Situation Management: Case Study from a Large European Bank
July 5 Tuesday Session 2 4:45pm - 5:45pm	Revealing the Voice of Your Customers Across All Channels	SIP & Unified Communication	How to Successfully Launch Business Applications	Emergency Management in a Connected World
July 6 Wednesday Session 3 8:30am - 9:30am	From Service to Sales: NICE Revenue Growth Solutions	What's New in NICE Interaction Management R4.1	Personalizing My Universe- Creating Views Per Role	NICE Vision for video surveillance
July 6 Wednesday Session 4 9:45am - 10:45am	Strategic Staffing, Planning and Managing of Front and Back-Office Staff	Upgrading to NICE Interaction Management R4.1	What's in your report?	NICE Security Solutions for Airports - Security and Operational Benefits
July 6 Wednesday Session 5 11:15am - 12:15pm	Real time process adherence and guidance	Diagnostics and Monitoring – What's in it for You	Get Control of NICE Interaction Management with NICE Sentinel	NICE Security Solutions for Public Transportation
July 6 Wednesday Session 6 1:15pm - 2:15pm	NICE Trading Floor Solutions	The virtual capture platform	Ensuring Organizational Readiness for NICE Interaction Management	Partner session - Honeywell Shanghai
July 6 Wednesday Session 7 2:30pm - 3:30pm	NICE Solution Delivery Services – Transforming Concept to Reality	Data Center Consolidation	Measure Your Metrics- Getting Started with KPIs in NICE Quality Optimization	Partner session
<div>SOLUTIONS SHOWCASE EXHIBITION</div> <div>July 5-6 8:00am - 6:00pm</div>	NICE Innovation Center	NICE Situation Management	NICE IP & Video Solutions	NICE Interaction Management
	NICE Services Solutions	NICE Contact Center Operational Efficiency Solutions	NICE Customer Experience Solutions	NICE Revenue Growth Solutions
	NICE Back-Office, Workforce and Performance Mgmt	NICE Trading Floor Solutions		

July 4 | Monday

6:30pm - 8:30pm
■ Pool-side
Welcome Dinner

July 5 | Tuesday

8:00am - 3:00pm
Plenary Session
■ Opening Ceremony
■ Global NICE Executive Panel
■ Global User Panel
■ Collaboration Partner Panel

3:30pm - 5:45pm
■ Solutions Breakout Tracks
■ CXO Innovation
& Advisory Board

7:30pm - 10:30pm
■ Interactions GALA Dinner
■ Customer Excellence
Award Presentation

10:00am - 5:00pm
■ Solutions Showcase Exhibition

July 6 | Wednesday

8:30am - 3:30pm
■ Solutions Breakout Tracks

4:00pm - 6:00pm
Plenary Session
■ Customer Excellence Award
Case Study Presentation
■ Closing Address

6:30pm - 10:00pm
■ Dinner in Town

July 7 | Thursday

Optional
■ Water Sports
@ Wuzhizhou
Island
■ Yanuoda Rain
Forest
& Binglanggu
■ Sun Valley Golf
Club

TRACK 1 - ENTERPRISE BUSINESS SOLUTIONS

This track provides in-depth knowledge of the NICE enterprise solutions as well as the top real-life, best practice sessions delivered by advanced users. Receive impactful insights as we have experts share on how to transform the contact center into a profit center, streamline contact center operations to impact your bottom line and comply with regulations. This track is designed to help you- managers and leaders- achieve your business objectives.

TRACK 2 - TECHNOLOGY ADVANCEMENTS

When operational efficiency and total cost of ownership determine the rules, you need to know how to keep on top of your game while maximizing system performance. The sessions in this track are designed for the IT professional responsible for evaluating, deploying or managing contact center technologies, including NICE solutions. Expert speakers will help you deepen your knowledge of your deployed NICE technology and educate you about the latest technology trends and ways to make an impact with new enhancements to NICE solutions.

TRACK 3 - CAPTURE, QUALITY, & ANALYTICS EDUCATION

This track will focus on helping you improve your understanding of the core functionality of NICE's recording, quality management and analytics solutions as well as the relevant processes. These sessions are intended primarily for end users and individuals who administer and support the system. NICE's knowledgeable experts as well as advanced users from the community will provide the tools and techniques to help you impact your own performance.

TRACK 4 - PUBLIC SAFETY AND SECURITY OPERATIONS SOLUTIONS

This track will allow you to see how our customers use NICE solutions to anticipate, manage and mitigate security, safety and operational risks. NICE security solutions experts will demonstrate on how our solutions help in reducing the total cost of operations, enable operational benefits and achieve regulatory compliance for a wide range of verticals such as, airports, public transportation, seaports, first responders, critical facilities, utilities and banks.

