



# NECCF

## ANNUAL CONFERENCE & EXPO

Learn from Contact Center Experts

### 20<sup>th</sup> Annual Vendor Expo, June 14, 2022

## AGENDA

- 8:30 am Doors Open - Breakfast and Networking**  
*Sponsored by NECCF*
- 9:00 am Check In & Registration**  
Morning Refreshments Offered  
Show Floor Opens
- 10:00 am Bringing the Human Touch Back to Digital Selling**  
*Presented by Integrity Solutions*  
Donna Horrigan, VP Client Development, Integrity Solutions
- 10:40 am Interview with NECCF President and Zendesk User – Michael Pace**  
*Presented by Zendesk*
- 11:20 am There is a better way to great customer experiences**  
*Presented by Talkdesk*  
David Webster - Enterprise Account Executive  
Brian Henchey - Enterprise Solution Engineer  
Rob Bregon - Enterprise Account Executive  
Matt Corritori - Director of Sales - Northeast
- 12:00 pm Luncheon for All**  
*Sponsored by Atento*  
Three Course Plated Lunch to be Served
- 1:00 pm Windstream and Healthcare - The Omni-Channel Patient Journey**  
*Presented by Windstream*  
Stephen Sigmon, UC/CC Solution Architecture Leader  
Phillip Campbell, Chief Technology Officer, Luminis Healthcare
- 1:25 pm Unleash the Power of AI & Hyper-personalization Throughout the Customer Journey**  
*Presented by NICE*  
Roy Arguelles, RVP of Sales
- 1:50 pm How to leverage digital transformation to fast-track customer experience**  
*Presented by IntelePeer*  
Sean Donohoe - Regional Director Channel Sales.
- 2:15 pm Humology: How combining self-service technology and human agents is revolutionizing caller journeys**  
*Presented by Zappix and Premiere Response*  
Yossi Abraham, President & CEO at Zappix  
Beth Ziff, COO at Premiere Response
- 2:45 pm Innovative Service: Leading a Profoundly Remarkable Experience**  
*Presented by Keynote Speaker Dr. Chip Bell*  
Sponsored by Five9
- 3:45 pm Cocktail Reception & Raffle Prizes Awarded**  
*Hosted by Michael Pace, President of NECCF*

**Gillette Stadium Tours**

*Sponsored by Contact Center Pipeline*

**Event Concludes**

*\*Final program subject to change*