



listen 2017

CallMiner User Conference & Customer Engagement Analytics Event

Pervasive Insight

October 25-27 @ Opal Sands Resort | Clearwater Beach, FL

The industry-leading event for executives, program owners, and analysts using speech and customer engagement analytics.

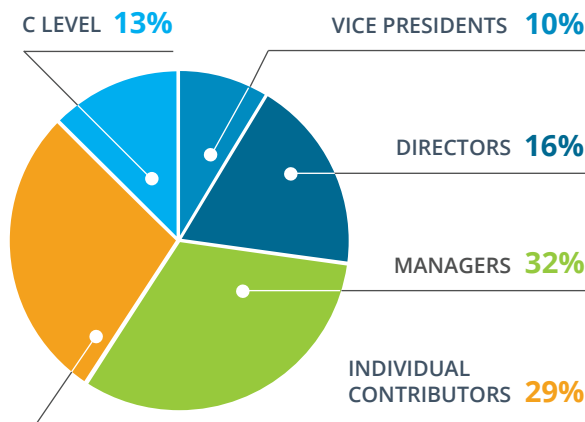
LISTEN™, the industry leading event for customer engagement analytics professionals, brings together top organizations using and benefiting from speech and customer journey analytics.

Attend this event to hear from analysts, thought leaders, and product experts and share best practices with one another. Listen to stories from CallMiner Eureka users and industry gurus in over 40 sessions split into separate tracks for business program owners and analysts.

Who attends?

Attendee Breakdown

CallMiner's annual conference is attended by 300 professionals in the field of customer engagement including both executives and interaction analysts (users) in a variety of industries including financial services, collections, performance marketing, utilities, business process outsourcers, travel & hospitality, communications, insurance, retail and healthcare.



SENIOR MANAGEMENT
39%

Who sponsors?

Our strategic partners and customers, industry media and leading vendors servicing contact centers, including software companies, consultants and other service providers can sponsor LISTEN 2017.

We have Platinum, Gold and Silver exhibit sponsorships and several a la carte options available. For more information and pricing email Barb Chandler, CallMiner Marketing Events Manager, at: barb.chandler@callminer.com or call her at 508.380.3590.

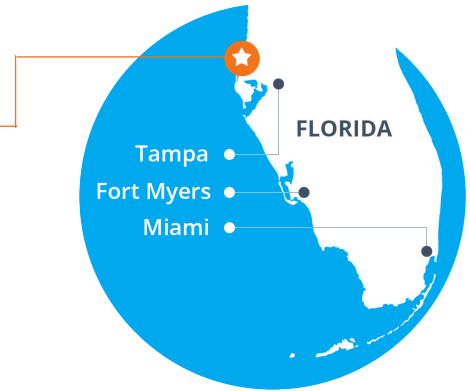


LISTEN 2016 sponsors included Listening Methods, Aspect, Five9, Snowfly, LiveVox, FidoTrack, Steel Magnolias, Nuance and Talkdesk

Location

Due to popular demand, the ninth annual CallMiner LISTEN conference will be held once again in Clearwater beach, Florida at the **Opal Sands Resort**

The Opal Sands Resort offers guests the newest Gulf front accommodations on the Gulf of Mexico, right on Clearwater Beach's lively promenade. All the beautifully-appointed guest rooms and suites boast floor to ceiling windows with large balconies offering dramatic views of the Gulf and awe-inspiring sunsets.



Agenda

Wednesday (10/25)		Thursday (10/26)		Friday (10/27)	
1:00 PM	Team Building & Leisure Activities	9:00 AM	General Sessions Opening Keynotes	8:30 AM	General Sessions Keynotes
6:30 PM	Welcome Reception	11:00 AM	Breakout Sessions	9:30 AM	Breakout Sessions
		6:00 PM	Reception Dinner Evening Entertainment	2:45 PM	Closing Remarks
				3:15 PM	Sponsor Raffle

Breakout Session Tracks

Executive Track

Interaction Analytics Fundamentals – Sessions for executives and program owners who are relatively new to customer engagement analytics.

Advanced Customer Engagement Analytics – Sessions for executives and program owners with more than a year's worth of engagement analytics experience.

Analyst Track

Interaction Analytics Fundamentals – Sessions for analyst users who are relatively new to customer engagement analytics.

Advanced Customer Engagement Analytics – Sessions for analyst users with more than a year's worth of engagement analytics experience.

Demo Lounge

CallMiner and partner demonstrations of the latest and greatest technology in Customer Engagement Optimization.

Round Table Discussions

Relational learning sessions where you can interact with your peers to discuss specific challenges or topics associated with Customer Engagement Analytics.

www.listen2017.com

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☎ (781-547-5690)

🌐 www.callminer.com

✉ sales@callminer.com

📘 facebook.com/callminerinc

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