

Interactions 2025:

Where the future of CX is defined.

NICE | interactions
June 16-18, 2025 | Las Vegas

From June 16-18, customer service experts and leaders will come together for the largest customer service industry event to experience firsthand the latest innovations in AI and customer service automation, industry insights, expert analysis, and the essential best practices you need to transform your business.

Beyond the groundbreaking sessions, get ready for inspiring keynotes from industry visionaries, celebrity appearances, and an unforgettable customer appreciation party. Enjoy exciting prize giveaways and plenty of fun surprises along the way. Don't miss this opportunity to learn, connect, and celebrate while we shape the future of customer service!

WHY INTERACTIONS 2025?



Discover dozens of Best Practices sessions featuring speakers from the largest global brands. Past presenters included: Sony, LexisNexis, IBM, La-z-boy, Disney, PayPal, realtor.com, Hyatt



Get top Industry Analyst perspectives and your chance to have a complimentary 1:1 consult



Experience Innovation Hall showcasing our latest AI-powered solutions



Interactions.edu: A whole day of educational training sessions to optimize your NICE solutions

AGENDA

Monday, June 16



EDU training day
9:00 am – 5:00 am



Welcome reception
6:00 PM – 9:00 pm

Tuesday, June 17



General session
Scott Russell address
9:00 am – 10:30 am



Best Practices sessions
11:00 am – 5:00 pm



Customer Appreciation Party
7:00 PM – 10:00 pm

Wednesday, June 18



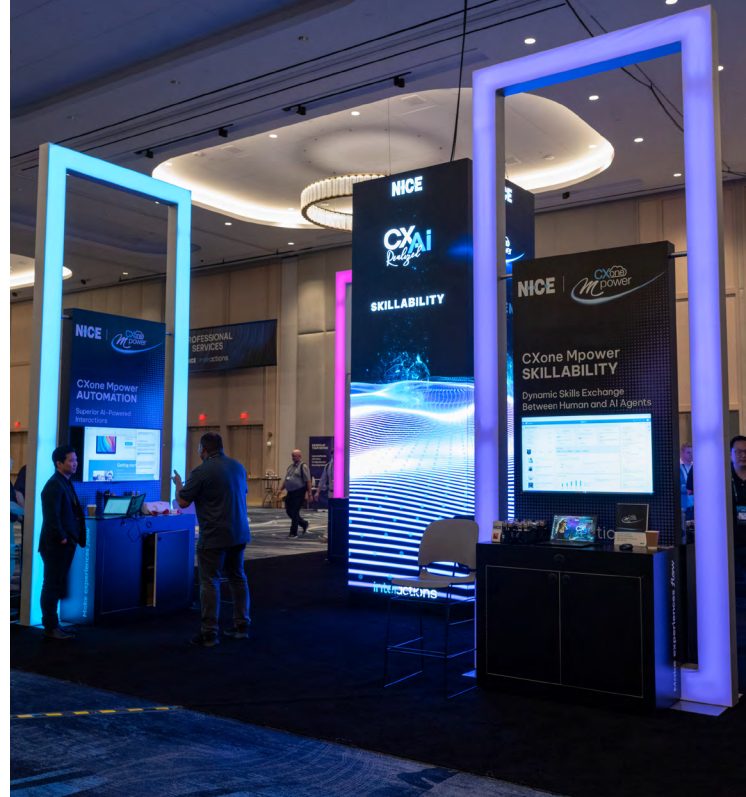
General session
Product Innovation – Barry Cooper, President CX
9:00 am – 10:15 am



Best Practices sessions
10:45 am – 4:00 pm



Celebrity Keynote
4:15 PM – 5:15 pm



INTERACTIONS.EDU TRACKS

These intensive, interactive sessions give customers an unparalleled opportunity to learn the best tips and tricks from NICE experts while they explore specific features of their NICE solutions. Tracks include:

- CXone Mpower Omnichannel Routing
- CXone Mpower Workforce Management
- CXone Mpower Quality Management
- CXone Mpower Reporting
- CXone Mpower IVR Development with Studio and Agent Integrations
- CXone Mpower Digital Channels Engagement Strategies
- CXone Mpower Interaction Analytics
- CXone Mpower SmartReach
- CXone Mpower Performance Management
- CXone Mpower Autopilot Basics
- Becoming an AI Transformation Changemaker - VRS
- The Building Blocks for AI Hyperscale - VRS
- NICE IEX Workforce Management Suite
- NICE IEX Advanced Workforce Management
- Nexidia Interaction Analytics
- NICE Quality Central

INTERACTIONS 2025

BEST PRACTICES TRACKS

Through dozens of sessions, attendees can explore a wide range of topics related to AI, automation, workforce augmentation, and more throughout the event, including:

The AI Road to the Future – learn how AI can revolutionize your business by augmenting your workforce, automating your service end-to-end and orchestrating your consumer’s experiences.

Unlocking AI for Workforce Efficiency – discover how CX leaders like you are enhancing real-time engagement, knowledge access, and hyper-personalized interactions to boost customer satisfaction.

Orchestrating AI-Driven Journeys – Gain insight from experienced industry leaders about intelligent routing connects customers to the right human or AI agent, ensuring a consistent and personalized journey

AI-Driven Service Automation – NICE customers will help you uncover how our Service Automation solutions streamline customer service from intent to fulfillment, integrating front, mid, and back-office processes.

Transforming CX with AI Platform –

This customer-led sessions will help you discover how CXone Mpower can propel your business to game-changing results and eliminate barriers hindering your growth.

Becoming an AI Power-user Masterclass –

Explore AI options in your existing tools and solutions and find new opportunities to maximize the full potential of your NICE solutions on your way to becoming an AI power user.

Innovation Across Industries – Learn from NICE customers about how they’re leveraging AI-driven self-service, agent assist, and advanced technology to reshape the way they engage with their consumers.

REGISTRATION FEES

REGISTERING FOR INTERACTIONS 2025



Download the Interactions 2025 justification letter [here](#).