

# Stay the course Protect your future

**2009 NACR NATIONAL ROAD SHOW**

## *Session topics and descriptions*

### **Get Ready for the Economic Upturn**

With companies like yours beginning to ride a new wave of optimism, now is the time to prepare for growth in your business. To help you get ready, we'll share information on two recently announced offers: Avaya Aura™, the next-generation solution that provides secure, redundant, cost-effective networking across multiple locations and communication systems; and ConvergeOne Vision, the 24x7 monitoring solution designed to quickly identify and resolve issues on your converged multi-vendor network, for maximum ROI. They're just what you need to kick-start your business.

### **How to Drive Superior Customer Service in Today's Economy**

Customer loyalty is critical in these uncertain economic times. This session will discuss how customer service champions are using innovative

technology to differentiate themselves and take customer service to the next level. We'll share 7 tips on how your organization can use these best practices to generate revenue, reduce costs, increase operational efficiency and keep your customers satisfied! Attend and you'll learn exactly how to incorporate these solutions into your current infrastructure to stretch your investment.

### **New Unified Communications Applications to Increase Business User Productivity**

How to do more with less. Increase your daily work productivity while providing better balance to your work and home life. Avaya Unified Communications delivers tools today that allow you to do just that. We will discuss Avaya UC All Inclusive, collaboration solutions, and convert voicemail messages into text with Mutare. And a short overview on Modular Messaging and one-X Speech release 5.

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### **Setting Up Your System for the Future Today, with VoIP and SIP**

Tight budgets have put upgrades and additional sites on hold for many businesses, but those projects are waiting in the wings to move as soon as dollars are released. While we wait, this is a good time to review your Communication Manager set-up for network regions, failover timers and Alternate Gatekeeper Lists so your system can best support the upcoming growth and upgrades.

### **How ConvergeOne Vision Improves Reliability, Resolution Times, and Savings**

**ConvergeOne vision** allows NACR to quickly identify and resolve issues on your converged network for maximum return on your investment. With our expert tools and engineers proactively monitoring the performance of your unified communications devices, voice equipment, data equipment, and application servers, we can be alerted to potential network problems and remotely resolve them before they impact users. Putting the power of our 24x7 Service and Support Center (SSC) behind you, ConvergeOne Vision gives you confidence in knowing that NACR is troubleshooting your network so you can concentrate on running your business.