



# Technology Summit

## Breakout Session Descriptions and Times

### MORNING SESSIONS

#### **Avaya Portfolio and Nortel Roadmap Revealed 8:30 – 10:00**

**Steve Hope and Gene Hansen**  
*Avaya/Nortel*

Learn about Avaya's vision for the future of business communications, the Avaya Reference architecture and the just announced integrated Nortel portfolio roadmap. This session will be lead by the local Avaya team of Steve Hope and Gene Hansen.

#### **SIP Trunking: High-level Troubleshooting and Installation 8:30 – 10:00**

**Erik Solberg** *NACR Convergence Sales Engineer*

Session Initiation Protocol (SIP) is revolutionizing the way communications are done, but with that comes the challenge of making it work. This will help you learn what it takes to implement SIP Trunking and more importantly how to troubleshoot it! Topics include Installation/Troubleshooting Expectation, SIP touch points, and where/how to troubleshoot.

#### **High-Touch Solutions for Improving Customer Service and Business Efficiency 10:20 – 12:00**

**Barb Courneya** *NACR National Contact Center Technology Director*

Hear about new ways to improve both effectiveness and efficiency in the contact center by leveraging people skills and automated applications across the entire enterprise. Attend this session to understand how to determine the right solution for your business and new ways to improve both effectiveness and efficiency. Hear the message that contact centers must become revenue centers and discover some important ways to accomplish that by using integrated multiple media channels, building proactive, personalize customer relationship strategies and empowering agents through technology.

#### **Mobility – Yesterday, Today and Tomorrow 10:20 – 11:20**

**Mike Moore** *Polycom*

Learn about the best mobility solutions for your business. Understand how best to interface with in-building wireless, softphones, cell phones, blackberry and other smart phones. A messaging demo will highlight the real benefits of the technology. Other topics include purpose built mobility applications, alarms and alerts, voice recognition, real time location services, Avaya/Nortel Wireless offerings, Digital, IP and SIP integration.

#### **Avaya Contact Center and Vector Workshop 11:20 – 12:00**

**Tom Glau** *NACR Professional Services Engineer*

This session will take a deep dive and provide an overview on Call Center Configuration, Hunt Group Split/Skills, Agent IDs and Stations, Vector Directory Numbers and CMS Reporting. The discussion will include a Q&A period so you can get additional clarification if needed.

### AFTERNOON SESSIONS

#### **Polycom Enterprise Video – Front and Center 1:00 – 2:00**

**Amanda Stewart and Bruce Jandrey**

Learn about the exploding interest and applications in video collaboration; from the corporate desktop to the operating room. Video applications for the business world will be covered as well as applications for state and local government, K-12, Higher Education and Healthcare. Discussion will include applications with an emphasis on Polycom and Avaya Integration.

#### **Avaya Contact Center and Vector Workshop 1:00 – 2:00**

**Tom Glau** *NACR Professional Services Engineer*

This session will take a deep dive and provide an overview on Call Center Configu-

ration, Hunt Group Split/Skills, Agent IDs and Stations, Vector Directory Numbers and CMS Reporting. The discussion will include a Q&A period so you can get additional clarification if needed.

#### **Avaya Portfolio and Nortel Roadmap Revealed 2:15 – 3:15**

**Steve Hope and Gene Hansen**  
*Avaya/Nortel*

Learn about Avaya's vision for the future of business communications, the Avaya Reference architecture and the just announced integrated Nortel portfolio roadmap. This session will be lead by the local Avaya team of Steve Hope and Gene Hansen.

#### **Workforce Optimization (WFO) as a Contact Center Strategy 2:15 – 3:00**

**Barb Courneya** *NACR National Contact Center Technology Director*

Industry consultants say that WFO can help contact center managers achieve their four primary goals, improving productivity and reducing operating expenses, decreasing customer attrition, increasing revenue and providing an outstanding customer experience. Join us to learn how this can be accomplished and who the players are in the fast growing industry.

#### **SIP Trunking: The Basics 3:00 – 4:00**

**Erik Solberg** *NACR Convergence Sales Engineer*

Session Initiation Protocol (SIP) is an open signaling protocol standard developed in cooperation with many industry leaders for establishing, managing and terminating real-time communications over large IP-based networks, such as the internet. Learn about the basics of SIP Trunking, the advantages over traditional ones, and how to connect to your SIP Service Provider. Best Practices for SIP Trunking are also covered. Topics include SIP Trunking Building Blocks, SIP Trunking Expectations, SIP Trunking Service & Service Providers.