Avaya ENGAGE 2019 Agenda-at-a-glance

Sunday January 20, 2019		
Time	**Session ID**	**Session Details**
8:00 AM – 12:00 PM (Pre-Conference)	PRE-01	Equinox Bootcamp *Speaker: Kirk Jones, Avaya* *Additional Fee: $300*
	PRE-02	Workspaces for Elite *Speaker: Nick Pearcey, Avaya* *Additional Fee: $300*
	PRE-03	Avaya Aura Packet Trace Tools and Trace Interpretation *Speaker: Will Parker, Avaya* *Additional Fee: $300*
	PRE-04	Administrating IP Office *Speaker: John Briggs, Avaya* *Additional Fee: $300*
	PRE-05	Proactive Outreach Manager Admin - Best Practices *Speaker: Katie Miezza, Avaya* *Additional Fee: $300*
	PRE-06	Safeguard Your CX: Testing and Monitoring Strategies for the Enterprise | Pre-Conference *Speaker: Kurt Dahlstrand, Avaya* *Additional Fee: $300*
1:00 – 1:30 PM	***Attendee Orientation***	
1:30 – 1:45 PM	***Break***	
1:45 – 2:45 PM (Breakout #1)	100	Having fun with IoT and Engagement Designer *Speaker: Nick Kwiatowski, Michigan State University*
	101	Best Practices for Avaya Session Border Controller for Enterprise Deployment *Speaker: Jerome Joanny, Avaya*
	102	Best Practices to Deploy Avaya Solutions on Public Cloud Platform *Speaker: Rachit Trivedi, Avaya*
	103	An Overview of AI for Customer Service *Speaker: Valentine Matula, Avaya*
	104	Customer Journey Mapping Drives Customer Satisfaction *Speakers: Richard English*
	105	Top 5 Ways To Get Better Support from Avaya *Speaker: Carl Knerr, Avaya*
	106	Oceana Voice: From A to Z

		Speaker: Daniel Perles, Avaya
	107	Variables Variables, How to Use Variables to Get More From Your Vectors *Speaker: Larry Bankhead, Comcast*
	108	Digital Transformation in Public Safety & Emergency Services *Speaker: Markus Bornheim, Avaya*
	109	Demystifying Unified Communications – Architecture, Deployment & Best Practices Part 1 *Speaker: Steven Romanelli, ConvergeOne*
	110	Data Networking for Voice Professionals - Part 1 *Speaker: David Lover, ConvergeOne*
	111	Devices Deployment & Management *Speakers: Rifaat Shekh-Yusef, Avaya; Greg Pelton, Avaya*
	112	Moving to SIP End Points – What You Need to Know *Speaker: Bob Kent, ConvergeOne; Chuck Pursell, ConvergeOne*
	113	Moving to SIP End Points – What You Need to Know *Speaker: Tore Christensen, Avaya; Hemang Shah, Avaya*
2:45 – 3:00 PM	**Break**	
3:00 – 4:00 PM (Breakout #2)	200	Collaboration, Teams, Spaces or Slack OH MY! *Speaker: Russell Singer, ConvergeOne; Andrew Prokop, ConvergeOne*
	201	Avaya Breeze Client SDK Multi-Platform Support *Speaker: Barry O'Connor, Avaya*
	202	Designing, Implementing or Upgrading Telecom Solutions - Let's Talk to IT *Speaker: Alex Morales, Davis Polk & Wardwell, LLP*
	203	Sharing Our Healthcare ROI Stories – Roundtable *Speaker: Tara Mahoney, Avaya*
	204	What's New in Engagement Designer 3.5? *Speaker: Stephen Durney, Avaya; Vishal Saxena, Avaya*
	206	Mastering Avaya Endpoints for Your Contact Center *Speaker: Diego Klajner, Avaya; Bill Jolicoeur, Avaya; Stephanie Long, Avaya; Brian Hillis, Avaya*
	207	Oceana Attribute Routing 101 *Speaker: Shelley Shaffery, Avaya*
	208	The Bots Are Coming To Your Contact Center -- Are You Ready? *Speaker: Daniel Burgin, ConvergeOne*
	209	Demystifying Unified Communications – Architecture, Deployment & Best Practices Part 2 *Speaker: Steven Romanelli, ConvergeOne*
	210	Data Networking for Voice Professionals - Part 2

		Speaker: David Lover, ConvergeOne
	211	Avaya Solution Deployment Manager *Speaker: Marc Fenneuff, Michigan State University*
	212	Avaya Learning: Enhancing Your Capability *Speaker: Linda Thompson, Avaya; Jeff Smithies, Avaya*
	213	Battling Voice Spam and Robocalls in the Enterprise *Speaker: Richard Quattrocchi, Mutare; Alan Foss, Nomorobo*
4:00 – 4:15 PM	***Break***	
4:15 – 5:15 PM (Breakout #3)	300	SSL and TLS Encryption Certificates - Everything You Always Wanted to Know *Speaker: Dwight Reifsnyder, ConvergeOne*
	301	Avaya (ESNA) Officelinx – An Examination in Four Parts *Speaker: Robert Havens, RCT Technologies*
	302	Debugging Avaya SIP *Speaker: Andrew Prokop, ConvergeOne; David Lover, ConvergeOne*
	303	Avaya IoT Solution Demystified *Speaker: Thomas Roemer, Avaya*
	304	How to Mitigate the Risk of Voice Quality When Using a Cloud Solution *Speaker: Michel Lalonde, Branttel Networks*
	305	Integrating Avaya Vantage into Work Flows *Speaker: Vandana Brar, Avaya*
	306	Case Study: How Post-Call Surveys Drive Community Care Behavioral Health's Call Center Excellence *Speaker: Virginia Bernaciak, CCBH; Lisa Wilkie, ConvergeOne; Maria Simonton, Interactive Northwest, Inc.*
	307	The Impact of Automation in the Contact Center – Taking the Robot Out of the Agent *Speaker: Bob Kent, ConvergeOne; Dustin Donaldson, ConvergeOne*
	308	Preparing for AI Based Applications *Speaker: Chanley Geveshausen, VOX Network Solution*
	309	Take Routing, Interoperability and Troubleshooting to the Next Level with Avaya Aura® Session Manager 8.0.1 *Speaker: Lisa Marinelli, Avaya*
	310	Microsoft Integration - Federation with Equinox *Speaker: Kirk Jones, Avaya*
	311	Introduction to Avaya Equinox – Business Value Proposition and Differentiation *Speaker: Brad Black, Avaya; Paul Relf, Avaya*
	312	Avaya & Office 365: Understand the Integrations & Possible Pitfalls to Accelerate Your Deployments!

		Speaker: Tony McQueen, Carousel Industries
5:15 – 6:00 PM	*Break*	
6:00 – 9:00 PM	*Avaya Appreciation Event*	

Monday
January 21, 2019

7:00 – 8:15 AM	*Breakfast*	
8:30 – 10:00 AM	*General Session*	
10:00 – 10:15 AM	*Break*	
10:15 – 11:45 AM (Roadmap Session #1)	400	The Future of Unified Communication in the Digital Workplace *Speaker: Paul Relf, Avaya*
	401	Harnessing AI Models in the 'Cognitive' Contact Center *Speaker: Michael Sisselman, Avaya*
	402	IP Office Roadmap *Speaker: Craig Iwata, Avaya*
	403	Avaya Aura Platform Evolutions and Revolutions *Speaker: Jeffrey Ridley, Avaya*
	404	Avaya Contact Center Direction *Speaker: Bill Jolicoeur, Avaya*
	406	Avaya Communications Cloud *Speaker: Bob Camel, Avaya*
11:45 AM – 12:45 PM	*Lunch*	
12:45 – 1:45 PM (Breakout Session #4)	500	IP Numbers - Everything You Always Wanted To Know *Speaker: Dwight Reifsnyder, ConvergeOne*
	501	Introvert to Extrovert: Coming Out From Behind The Monitor *Speaker: Terry Anstead, Delaware River and Bay Authority*
	502	Certificates, System Manager, or your CA? *Speaker: Chris Clauss, ConvergeOne*
	503	Introduction to Amazon Cloud Infrastructure for Voice Engineers *Speaker: Navjit Dhillon, Branttel*
	504	Avaya's New IM and Presence Application *Speaker: Kirk Jones, Avaya*
	505	Sneak Peek: Automation & Orchestration *Speaker: Jeffrey Ridley, Avaya*
	506	Marriott/Starwood Contact Center Consolidation & Innovation *Speaker: Charles Buffington, Avaya; Shane Artman, Avaya; Richard Lau, Marriott*
	507	What You Can Do Today to Make Your Move to the Cloud Easier

		Speaker: Bob Kent, ConvergeOne; Greg Smith, ConvergeOne
	508	The Secrets of Europe's CX Disruptors: Lessons from the winners of the European Contact Centre & Customer Service Awards *Speaker: Stuart Dorman, Sabio*
	509	Over-the-Top SIP trunks using Avaya SBC-E *Speaker: Gary Fallon, CSAA Insurance Group*
	510	Stump the Experts: Revenge of the Audience *Speaker: Nick Kwiatkowski, Michigan State University; David Lover, ConvergeOne; Andrew Prokop, ConvergeOne*
	511	Avaya Intelligent Data as a Service - Unleashing the Power of Big Data for the Enterprise *Speaker: Lisa Marinelli, Avaya*
	512	Containerization and Microservices: Beginnings of a New Avaya Journey *Speaker: Joji Varghese, Avaya*
	513	Avaya Conversation Intelligence a New, Cloud Based, AI Centric Natural Language Processing Solution from Avaya *Speaker: Ernie Wong, Avaya*
1:30 – 4:30 PM	*Avaya Partner Forum*	
1:45 – 2:00 PM	*Break*	
2:00 – 3:00 PM (Breakout Session #5)	600	Communication Manager Programming - Tips and Tricks from an Expert Trainer *Speaker: Mary Ponto, TeleTraining Services Inc*
	601	Security, Compliance and the Cloud *Speaker: Bob Camel, Avaya*
	602	SIP Trunk Monitoring & Troubleshooting Best Practices *Speaker: Tim Titus, PathSolutions*
	603	Doing Lots of Work Fast -- Working with System Manager for Large Cut-Over *Speaker: Nick Kwiatkowski, Michigan State University*
	604	Avaya Essential Experience (J100-Series) - Introduction & Technical Overview *Speaker: Gord Webster, Avaya*
	605	Conversational AI: Separating Hype from Reality – How to Make AI Work for You *Speaker: Thomas Hebner Nuance Communications*
	606	Avaya Oceana: See How it is Transforming Customer Engagement at a Major Contact Center Outsourcer! *Speaker: Stephen Durney, Avaya; Michael Baker, C3i Solutions*
	607	Avaya Workforce Optimization- Optimizing your Customer Experience and Deployment

		Speaker: TBD
	608	Avaya Aura Platform Security Check-List *Speaker: Jeffrey Ridley, Avaya*
	609	Microsoft Integration: Skype for Business and Teams *Speaker: Barry O'Connor, Avaya*
	610	Enhanced 911: The State of Montana *Speaker: Kevin Kito, 911 Secure LLC; Mark Fletcher, Avaya; Jeff Unger, State of Montana*
	611	Blockchain from the Bottom Up *Speaker: Andrew Prokop, ConvergeOne*
	613	Legal Issues in AI-Based Customer Service *Speaker: Valentine Matula, Avaya*
	613	It's not just a Phone: Bridging the Gap Between Technology & Operations *Speaker: Emily Stebbins, Hartford HealthCare; Pamela Miranda, Hartford HealthCare; Maura O'Donnell, Hartford HealthCare*
3:00 – 3:15 PM	**Break**	
3:15 – 4:15 PM (Breakout Session #6)	700	Advanced Avaya Breeze Tips for Snap-In Developers *Speaker: Andrew Prokop, ConvergeOne*
	701	IAUG Councils: The Best Bang for Your Buck! *Speaker: Chip Powell, California Office of Legislative Counsel*
	702	Digitally Transforming Voice Messaging *Speaker: Richard Quattrocchi, Mutare; Jeremy Parker, Mutare*
	703	Why We Use SIP *Speaker: Jeff Dhaenens, Volkswagen Group of America*
	704	Why the Health of Your UC/CC Environment Needs an Effective End to End Monitoring and Management Solution! *Speaker: Russell Singer, ConvergeOne*
	705	Avaya Aura Security Certificates – Best Practices *Speaker: Thomas Roemer, Avaya*
	706	Oceana Next: Strategy and Roadmap Deep Dives *Speaker: Joyce Fong, Avaya*
	707	Avaya Aura Contact Center/Contact Center Select 7.x - New Features & Securing Your Customer Information & Achieving GDPR Compliance *Speaker: Martin Walker, Avaya; Melissa Vestal, Chrysalis*
	708	What are the Business Benefits of Public Cloud? *Speaker: Frank Mirecki, BrantTel Networks*
	709	Mostly Cloudy with a Chance of Scattered Emergencies *Speaker: Mark Fletcher, Avaya*
	710	Security and Fraud Prevention: Using Biometrics

		Speaker: Thomas Hebner, Nuance Communications
	712	Utility Server with Avaya Aura Device Services *Speaker: Kirk Jones, Avaya*
4:15 – 4:30 PM	*Break*	
4:30 – 7:00 PM	*Solutions Expo Opening Reception & Experience Theater*	

Tuesday
January 22, 2019

7:00 – 8:15 AM	*Breakfast*	
8:30 – 10:30 AM	*General Session*	
10:30 – 10:45 AM	*Break*	
10:45 AM – 1:35 PM	*Solutions Expo Opening Reception & Experience Theater*	
12:30 – 1:45 PM	*Lunch*	
1:45 – 2:00 PM	*Break*	
2:00 – 3:00 PM (Breakout Session #7)	800	Why E911 is a Hot Topic and How Avaya can Help Fix It *Speaker: Mark Fletcher, Avaya; Hank Hunt, Avaya*
	801	Are You Still Complaining About SIP Trunking Best Practices? *Speaker: Samy Nashaat, CCNA*
	802	Virginia Credit Union Delights Members with Secure Account Access *Speaker: Paul Hendricks, Virginia Credit Union*
	803	CM 6.3 Physical to CM 7.0 Virtual – A Customer's Perspective: Avaya + VMware *Speaker: Dustin Fails, ACS Technologies*
	804	"How are You Protecting My Privacy?" – Meeting the Digital Privacy Challenge *Speaker: Glen Taylor, Interactive Northwest, Inc.*
	806	Empower Your Agents to Navigate a Superior Customer Experience *Speaker: Mike Butts, Avaya*
	807	How Avaya Aura System Manager and Avaya's Online Tools Deliver the Vision of UC Management *Speaker: Kyle Hodess, TELUS*
	808	Avaya Omnichannel Solutions Deployment Options - Public, Private Cloud, On-Prem, Oceana *Speaker: Joyce Fong, Avaya*
	810	Equinox Clients Part 1 - Deployment Fundamentals *Speaker: David Lover, ConvergeOne*
	811	Avaya Mobile Experience Real World Demos for DX & Agent Experience *Speaker: William Fleming, Avaya*
	812	Migrating, Licensing, Design & Quoting Avaya Officelinx

		Speaker: Cyril Dowling, Avaya
	813	Harvesting the Plethora of External Data…to Create Actionable Insights *Speaker: Michael Sisselman, Avaya*
3:00 – 3:15 PM	***Break***	
3:15 – 4:15 PM (Breakout Session #8)	900	How Texas Tech Improves Campus Safety *Speaker: Mark Wright, Texas Tech University System*
	901	The Positive Path to Change *Speaker: Seth Chancy, Ascenditur*
	902	Just Stop Already! Dealing with SPAM and Robocalls. *Speaker: Tyler Preder, University of Washington*
	903	Migration from CM6.3 to Aura 7 on PODfx *Speaker: Larry Roberts, Comcast; David Epler, Avaya*
	904	Avaya Cloud Notification System *Speaker: Michael Seeley, Avaya; Darryl Jackman, Marine Rescue Technologies*
	905	Advanced Vectoring: Variables are your friend *Speaker: Mary Doran, Cartus*
	906	Maximizing your outreach results seamlessly with Avaya Outbound Solutions *Speaker: Michael Gruen, Avaya*
	907	SMGR Roles and Roles-Based Access. *Speaker: David Franz, ConvergeOne*
	908	Next Steps for CS1000 Customers *Speaker: Mike Kuch, Avaya*
	909	How Afiniti works! *Speaker: Ain Chishty, Afiniti*
	910	Equinox Clients Part 2 – Avaya Aura Device Services *Speaker: David Lover, ConvergeOne*
	911	Simplified Application Development from Avaya Services: The Continuous Development Framework Offer *Speaker: Valentine Matula, Avaya*
	912	Using Avaya Equinox in a Healthcare Environment to Provide Better Patient Care *Speaker: J Zucchetto, Cerium Networks*
4:15 – 4:30 PM	***Break***	
4:30 – 7:00 PM	***Solutions Expo***	

Wednesday
January 23, 2019

10:15 – 11:15 AM	1000	How Understanding Your Caller Behavior Can Help Optimize Your Call Center Operation: A Blue Cross and Blue Shield of Louisiana Case Study

(Breakout Session #9)		*Speaker: Walter Rolandi, PhD, Swampfox Technologies; Mattias Liljeberg; Will Hayes, Swampfox Technologies*
	1001	Unified Communications – Monitoring and Troubleshooting Tools *Speaker: Steven Romanelli, ConvergeOne*
	1002	You Could be Losing Time by NOT Using System Manager *Speaker: David Franz, ConvergeOne*
	1003	Avaya Desktop Experience Overview (for Avaya and Open SIP Deployments) *Speaker: Karen Hong, Avaya; Ronnie LaNasa, Avaya*
	1004	Best Avaya Practices in Virtualization in Compute and SAN Environments *Speaker: Corey Cleric, VOX Networks*
	1005	Avaya and Salesforce – Integrating Voice, Omnichannel, Agent Selection & CRM *Speaker: Valentine Matula, Avaya*
	1006	Oceana, Next: Strategy and Roadmap Deep Dives *Speaker: Joyce Fong, Avaya*
	1007	Application of AI, Machine Learning and Deep Learning for Contact Center Use Cases: (Architecture Framework with Oceana integration and Demo) *Speaker: Nikhil Deshpande, Avaya*
	1008	Deepening the Emotional Customer Connection - Using AI to improve the Agent EI *Speaker: Jonathan Alperin, Avaya*
	1009	Virtualization Demystified: What It Is and Why You Need It *Speaker: Alex Morales, Davis, Polk & Wardwell LLP*
	1010	Don't Protect Your Data, Make It Worthless - Payment Security Strategies to Keep You One Step Ahead of Hackers *Speaker: Gabriel Harris, Chrysalis; Ruston Miles, Bluefin*
	1011	CS1000 Modernization - Deploying Aura Whilst Maximizing Your Hardware and Software Investments *Speaker: Bob Close, Avaya*
	1012	Analyze Your Call Center Elite: What Works Best, with Actual Programming Examples *Speaker: Mary Ponto, TeleTraining Services Inc*
11:15 – 11:30 AM	*Break*	
11:30 AM – 12:30 PM (Breakout Session #10)	2000	FCC Ruling 17-24 The Unlawful Robocall Weapon *Speaker: Larry Bankhead, Providence Health & Services*
	2001	Services, Billing, Future Needs and Advocacy *Speaker: Jayne Hogle, American Heart Association*
	2002	Proactive & Predictive VoIP/UC Call Quality Troubleshooting *Speaker: Tim Titus, PathSolutions*

	2003	Avaya Aura Device Services (AADS) - Update on best practices including the new Utility services function for Hard Phones *Speaker: Paul Leatherman, CRI Communication Resources*
	2004	Omnichannel Automated Experience: Going Beyond Just IVR *Speaker: Tore Christensen, Avaya; Jon Haich, Avaya*
	2005	Communication Manager Administration: Migrating from ASA to System Manager *Speaker: David Lover, ConvergeOne*
	2007	How Automating Communication Management Workflows Drives Digital Transformation: A Case Study with HM Health Solutions *Speaker: David Raanan, Starfish; Matthew Sentz, HM Health Solutions*
	2008	Digital Mixology - Collecting the ingredients of Digital Transformation and following a recipe to make smarter, more responsive and secure solutions leveraging Artificial Intelligence, the Internet of Things, and Blockchain. *Speaker: Steve Forcum, Avaya*
	2009	How do You Get from "Here" to "There" in Customer Care in a Large Enterprise with Lots of Moving Parts? *Speaker: Katherine Sobus, ConvergeOne; Jeff Roberts, University of Pennsylvania*
	2010	Why Voice Biometrics – A Primer *Speaker: Jeffey Hopper, LumenVox, LLC; Roy Bentley, LumenVox*
	2011	Using Domains to Control CM's Selection of Incoming SIP Trunk-Group *Speaker: John Waber, ConvergeOne*
	2012	High Performing Contact Center Benchmarks Everyone Should Know *Speaker: Mike Tennery, Avaya; Brian Garvis, Avaya*
11:30 AM – 1:45 PM	*Lunch*	
12:35 – 2:50 PM	*Solutions Expo & Experience Theater*	
3:00 – 3:30 PM	*Passport to Prizes*	
3:30 – 3:45 PM	*Break*	
3:45 – 5:15 PM (Roadmap Session #2)	3000	Installing an Aura Lab System in a Virtual Environment from Scratch *Speaker: David Franz, ConvergeOne*
	3001	The Future of UC in the Digital Workplace *Speaker: Paul Relf, Avaya*
	3002	Harnessing AI Models in the 'Cognitive' Contact Center

		Speaker: Michael Sisselman, Avaya
	3004	Avaya Aura Platform Evolutions and Revolutions *Speaker: Jeffrey Ridley, Avaya*
	3005	Avaya Diagnostic Server 3.0: SAL and SLA Mon™: What You Need To Know *Speaker: Sung Moon, Avaya*
	3007	IP Office Roadmap *Speaker: Craig Iwata, Avaya*
	3008	Avaya Contact Center Direction *Speaker: Joyce Fong, Avaya*
	3009	Aura 8: Why cluster your Session Managers *Speaker: John Waber, ConvergeOne*
	3010	Avaya Communications Cloud Roadmap *Speaker: Bob Camel, Avaya*
6:30 – 9:30 PM	*IAUG Closing Party* *ACL Live at the Moody Theater*	