PCC EMEA AGENDA APRIL 20-22 2020

PCC PARTNER COMMUNITY COUNCIL · **pridis** · **SPECTRUM SOLUTIONS INTERNATIONAL** · **AVAYA** · **CALABRIO** · **NOBLE SYSTEMS** · **scantalk.**

Monday 20th April — Plenary Space

UK Time - (BST)	Plenary Space
08:45	Spaces Opens for Gathering
09:00 - 09:20	Introduction & Welcome - Arnold Berends - PCC Chairman
09:20 - 09:30	Avaya SVP - Nidal Abou-Ltaif
09:30 / 10:00	Avaya CTO - Ahmed Helmy
	Pause - 5 minutes
10:05 / 10:35	Avaya Focus Workshop Feedback - Mike Conroy / Colm Cleary
	Pause - 5 minutes
10:40 / 11:10	Covid-19 Avaya Response — Michael Strauchmann
	10 Minute Break

UK Time	Track - Business Tools & Processes	Track - Product Solutions & Engineering	Track - Solutions Support
11:20 / 11:50	IPO Subscription - Mid-Market Strategy (non ACO countries) — Khalid Khan	Ready Now Strategy — Mat Cornish	Avaya Call Reporting R4.2: Technical Overview — Cody Winget
	Swap Period - 5 minutes		
11:55 / 12:25	IX Subscription Product Offer Roadmap — Camille Lewis	Avaya Cloud Office - Mid-Market Strategy (For UK, NL, FR, IE, AUS, US, CAN) — David Burrows	Deleberately left free for attendance to adjacent sessions.
	Swap Period - 5 minutes		
12:30-12:45	Embrace the Future Collaboration with Avaya Spaces	Oceana	CX Social Media Engagement
	Swap Period - 5 minutes		
12:50-13:05	Empower Your Workplace by Enabling Remote Working	Analytics	Avaya Spaces is Turning IoT Into Effective Business Actions
	Swap Period - 5 minutes		
13:10-13:25	MidMarket Improved Home Working Capabilities IPO R11.1		Why KM is critical for today's CX challenges

Join us for the "PCC Raffle" in the Plenary Space

UK Time	Track - Business Tools & Processes	Track - Product Solutions & Engineering	Track - Solutions Support
14:00	Integrated Research Presentation / Demo		
14:30		Pridis Presentation / Demo	
15:00		Scantalk Presentation / Demo	
15:30		Spectrum Presentation / Demo	
16:00			Noble Systems Presentation / Demo
16:30 / 17:00			Calabrio Presentation / Demo

Tuesday 21st April — Plenary Space

UK Time - (BST)	Plenary Space
08:45	Spaces Opens for Gathering
09:00 / 09:30	Avaya Channel Partner Lead - Fadi Moubarak
09:30 - 09:45	Sponsor - Spectrum - Philip Ofori
09:45 - 10:00	Sponsor - Integrated Research - Axel Rimkus
	10 Minute Break

UK Time	Track - Business Tools & Processes	Track - Product Solutions & Engineering	Track - Solutions Support
10:10 / 10:40	Quote to Cash Commercial Tools Roadmap — Colm Cleary	IPO 11.1 & Centrum — Hans Dieleman / Khalid Khan	Contact Centre Update for Services — Martin Walker
	Swap Period - 5 minutes		
10:45 / 11:15	IX Subscription Tool & Process for Quoting — Paul Tucker	Avaya Spaces — Rob Carmichael	Leveraging the API Economy CPaaS Real Life Use Cases — Hans Dieleman
	Swap Period - 5 minutes		
11:20 / 11:50	Support Advantage Renewals with Migration to IX Subscription — John McKinnon	Open SIP solutions, plus endpoints update/roadmap — Rob Carmichael	Best Practices - IPO 11.1 Upgrade (Part 1) — Chris Boseley
	Swap Period - 5 minutes		
11:55 / 12:25	ACO & IPO Subscription Tool & Process for Quoting — Ed Davis	IX Subscription & Aura update — Thomas Roemer	Best Practices - IPO 11.1 Upgrade (Part 2) — Chris Boseley
	Swap Period - 5 minutes		
12:30-12:45	Embrace the Future Collaboration with Avaya Spaces	Oceana	CX Social Media Engagement
	Swap Period - 5 minutes		
12:50-13:05	Empower Your Workplace by Enabling Remote Working	Analytics	Avaya Spaces is Turning IoT Into Effective Business Actions
	Swap Period - 5 minutes		
13:10-13:25	MidMarket Improved Home Working Capabilities IPO R11.1		Why KM is critical for today's CX challenges

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14:00	Spectrum Presentation / Demo		
14:30	Integrated Research Presentation / Demo		
15:00		Pridis Presentation / Demo	
15:30		Scantalk Presentation / Demo	
16:00			Calabrio Presentation / Demo
16:30 / 17:00			Noble Systems Presentation / Demo

Wednesday 22nd April — Plenary Space

UK Time - (BST)	Plenary Space
08:45	Spaces Opens for Gathering
09:00 / 09:30	Avaya CMO - Simon Harrison
09:30 - 09:45	Sponsor - Scantalk - Keld Hanson/Wilbert Zapata
09:45 - 10:00	Sponsor - Noble Systems - Maxine Allard
	10 Minute Break

UK Time	Track - Business Tools & Processes	Track - Product Solutions & Engineering	Track - Solutions Support
10:10 / 10:40	IPO & IX Subscription Ordering, Billing & Contract Adjustments — Adrian O'Kane	Avaya Oceana Portfolio Update — Shane O'Neill	Managing and Maintaining Quality Standards — Tom Lambert
	Swap Period - 5 minutes		
10:45 / 11:15	Pre-Quoting Install Base Tools & Process Roadmap — Steve McCormack	Contact Centre Google AI — Josh Dooney	Avaya Learning Update — Gudrun Demmler
	Swap Period - 5 minutes		
11:20 / 11:50	Pre-Quoting Install Base Management Activity for Migrations to Subscription — John McKinnon	IX Subscription From a Design Perspective — Sadiya Memon	Avaya Call Management System (CMS) (Part 1) — Carole Goddard / Aidan Goldberg
	Swap Period - 5 minutes		
11:55 / 12:25	2020 Promotions Roadmap — Con Griffin	Contact Centre On-Prem to Cloud Evolution — Shane O'Neill / Martin Walker	Avaya Call Management System (CMS) (Part 2) — Carole Goddard / Aidan Goldberg
	Swap Period - 5 minutes		
12:30-12:45	Embrace the Future Collaboration with Avaya Spaces	Oceana	CX Social Media Engagement
	Swap Period - 5 minutes		
12:50-13:05	Empower Your Workplace by Enabling Remote Working	Analytics	Avaya Spaces is Turning IoT Into Effective Business Actions
	Swap Period - 5 minutes		
13:10-13:25	MidMarket Improved Home Working Capabilities IPO R11.1		Why KM is critical for today's CX challenges

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UK Time	Track - Business Tools & Processes	Track - Product Solutions & Engineering	Track - Solutions Support
14:00	Scantalk Presentation / Demo		
14:30		Spectrum Presentation / Demo	
15:00		Integrated Research Presentation / Demo	
15:30		Pridis Presentation / Demo	
16:00			Noble Systems Presentation / Demo
16:30 / 17:00			Callbrio Presentation / Demo