

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 <i>Speaker: Kirk Jones, Avaya</i> <i>Additional Fee: \$300</i>
	PRE-02	Workspaces for Elite <i>Speaker: Nick Pearcey, Avaya</i> <i>Additional Fee: \$300</i>
	PRE-03	Avaya Aura Packet Trace Tools and Trace Interpretation <i>Speaker: Will Parker, Avaya</i> <i>Additional Fee: \$300</i>
	PRE-04	Administrating IP Office <i>Speaker: John Briggs, Avaya</i> <i>Additional Fee: \$300</i>
	PRE-05	Proactive Outreach Manager Admin - Best Practices <i>Speaker: Katie Miezza, Avaya</i> <i>Additional Fee: \$300</i>
	PRE-06	Safeguard Your CX: Testing and Monitoring Strategies for the Enterprise <i>Speaker: Kurt Dahlstrand, Empirix</i> <i>Additional Fee: \$300</i>
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 <i>Speaker: Nick Kwiatowski, Michigan State University</i>
	101	Best Practices for Avaya Session Border Controller for Enterprise Deployment <i>Speaker: Jerome Joanny, Avaya</i>
	102	Best Practices to Deploy Avaya Solutions on Public Cloud Platform <i>Speaker: Rachit Trivedi, Avaya</i>
	103	An Overview of AI for Customer Service <i>Speaker: Valentine Matula, Avaya</i>
	104	Customer Journey Mapping Drives Customer Satisfaction <i>Speakers: Richard English</i>
	105	Top 5 Ways To Get Better Support from Avaya <i>Speaker: Carl Knerr, Avaya</i>
	106	Selling and Deploying Audio & Video Conferencing Solution <i>Speaker: Roberto Fogliardi, Avaya; Oliver Bengston, Avaya</i>

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

		<i>Speaker: Linda Thompson, Avaya; Jeff Smithies, Avaya</i>
	213	Battling Voice Spam and Robocalls in the Enterprise <i>Speaker: Richard Quattrocchi, Mutare; Alan Foss, Nomorobo</i>
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 <i>Speaker: Dwight Reifsnyder, ConvergeOne</i>
	301	Avaya (ESNA) Officelinx – An Examination in Four Parts <i>Speaker: Robert Havens, RCT Technologies</i>
	302	Debugging Avaya SIP <i>Speaker: Andrew Prokop, ConvergeOne; David Lover, ConvergeOne</i>
	303	Avaya IoT Solution Demystified <i>Speaker: Thomas Roemer, Avaya</i>
	304	How to Mitigate the Risk of Voice Quality When Using a Cloud Solution <i>Speaker: Michel Lalonde, Branttel Networks</i>
	305	Integrating Avaya Vantage into Work Flows <i>Speaker: Vandana Brar, Avaya; Steve Brock, Avaya</i>
	306	Case Study: How Post-Call Surveys Drive Community Care Behavioral Health's Call Center Excellence <i>Speaker: Virginia Bernaciak, CCBH; Lisa Wilkie, ConvergeOne; Maria Simonton, Interactive Northwest, Inc.</i>
	307	The Impact of Automation in the Contact Center – Taking the Robot Out of the Agent <i>Speaker: Bob Kent, ConvergeOne; Dustin Donaldson, ConvergeOne</i>
	308	Preparing for AI Based Applications <i>Speaker: Chanley Geveshausen, VOX Network Solution</i>
	309	Take Routing, Interoperability and Troubleshooting to the Next Level with Avaya Aura® Session Manager 8.0.1 <i>Speaker: Lisa Marinelli, Avaya</i>
	310	Microsoft Integration - Federation with Equinox <i>Speaker: Kirk Jones, Avaya</i>
	311	Introduction to Avaya Equinox – Business Value Proposition and Differentiation <i>Speaker: Brad Black, Avaya; Paul Relf, Avaya</i>
312	Avaya & Office 365: Understand the Integrations & Possible Pitfalls to Accelerate Your Deployments! <i>Speaker: Tony McQueen, Carousel Industries</i>	
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 <i>Speaker: Paul Relf, Avaya</i>
	401	TBD
	402	IP Office Roadmap <i>Speaker: Craig Iwata, Avaya</i>
	403	Avaya Aura Platform Evolutions and Revolutions <i>Speaker: Jeffrey Ridley, Avaya</i>
	404	Avaya Contact Center Direction <i>Speaker: Bill Jolicoeur, Avaya</i>
	405	Transforming in the Federal Space to Deliver Benchmark Customer Service At a Cost Savings <i>Speaker: Craig Haskins, Avaya</i>
	406	Avaya Communications Cloud <i>Speaker: Bob Camel, Avaya</i>
	408	Patient and Care Team Experience Management. Numbers and Stories <i>Speaker: Tara Mahoney, Avaya</i>
11:45 AM – 12:45 PM	Lunch	
12:45 – 1:45 PM (Breakout Session #4)	500	IP Numbers - Everything You Always Wanted To Know <i>Speaker: Dwight Reifsnyder, ConvergeOne</i>
	501	Introvert to Extrovert: Coming Out From Behind The Monitor <i>Speaker: Terry Anstead, Delaware River and Bay Authority</i>
	502	Certificates, System Manager, or your CA? <i>Speaker: Chris Clauss, ConvergeOne</i>
	503	Introduction to Amazon Cloud Infrastructure for Voice Engineers <i>Speaker: Navjit Dhillon, Branttel</i>
	504	Avaya's New IM and Presence Application <i>Speaker: Kirk Jones, Avaya</i>
	505	Sneak Peek: Automation & Orchestration <i>Speaker: Jeffrey Ridley, Avaya</i>
	506	Marriott/Starwood Contact Center Consolidation & Innovation <i>Speaker: Charles Buffington, Avaya; Shane Artman, Avaya; Richard Lau, Marriott</i>
	507	What You Can Do Today to Make Your Move to the Cloud Easier <i>Speaker: Bob Kent, ConvergeOne; Greg Smith, ConvergeOne</i>
	508	The Secrets of Europe's CX Disruptors: Lessons from the winners of the European Contact Centre & Customer Service Awards <i>Speaker: Stuart Dorman, Sabio</i>

	509	Over-the-Top SIP trunks using Avaya SBC-E <i>Speaker: Gary Fallon, CSAA Insurance Group</i>
	510	Stump the Experts: Revenge of the Audience <i>Speaker: Nick Kwiatkowski, Michigan State University; David Lover, ConvergeOne; Andrew Prokop, ConvergeOne</i>
	511	Avaya Intelligent Data as a Service - Unleashing the Power of Big Data for the Enterprise <i>Speaker: Lisa Marinelli, Avaya</i>
	512	Oceana Voice: From A to Z <i>Speaker: Daniel Perles, Avaya</i>
	513	Avaya Conversation Intelligence a New, Cloud Based, AI Centric Natural Language Processing Solution from Avaya <i>Speaker: Ernie Wong, Avaya</i>
1:30 – 4:30 PM	Avaya Partner Forum	
1:45 – 2:00 PM	Break	
2:00 – 3:00 PM (Breakout Session #6)	600	Communication Manager Programming - Tips and Tricks from an Expert Trainer <i>Speaker: Mary Ponto, TeleTraining Services Inc</i>
	601	Security, Compliance and the Cloud <i>Speaker: Bob Camel, Avaya</i>
	602	SIP Trunk Monitoring & Troubleshooting Best Practices <i>Speaker: Tim Titus, PathSolutions</i>
	603	Doing Lots of Work Fast -- Working with System Manager for Large Cut-Over <i>Speaker: Nick Kwiatkowski, Michigan State University</i>
	604	Avaya Essential Experience (J100-Series) - Introduction & Technical Overview <i>Speaker: Gord Webster, Avaya</i>
	605	Conversational AI: Separating Hype from Reality – How to Make AI Work for You <i>Speaker: Thomas Hebner Nuance Communications; Brett Beranek, Nuance Communications</i>
	606	Avaya Oceana: See How it is Transforming Customer Engagement at a Major Contact Center Outsourcer! <i>Speaker: Stephen Durney, Avaya; Michael Baker, C3i Solutions</i>
	607	What's New for Avaya Workforce Optimization – New Applications, Avaya AWFO Cloud now available(!) and a Midmarket Solution <i>Speaker: Ken Carlo, Verint; Mike Butts, Avaya</i>
	608	Avaya Aura Platform Security Check-List <i>Speaker: Jeffrey Ridley, Avaya</i>
	609	Microsoft Integration: Skype for Business and Teams <i>Speaker: Barry O'Connor, Avaya</i>
	610	Enhanced 911: The State of Montana

		<i>Speaker: Kevin Kito, 911 Secure LLC; Mark Fletcher, Avaya; Jeff Unger, State of Montana</i>
	611	Blockchain from the Bottom Up <i>Speaker: Andrew Prokop, ConvergeOne</i>
	613	Legal Issues in AI-Based Customer Service <i>Speaker: Valentine Matula, Avaya</i>
	613	It's not just a Phone: Bridging the Gap Between Technology & Operations <i>Speaker: Emily Stebbins, Hartford HealthCare; Pamela Miranda, Hartford HealthCare; Maura O'Donnell, Hartford HealthCare</i>
3:00 – 3:15 PM	Break	
3:15 – 4:15 PM (Breakout Session #7)	700	Advanced Avaya Breeze Tips for Snap-In Developers <i>Speaker: Andrew Prokop, ConvergeOne</i>
	701	IAUG Councils: The Best Bang for Your Buck! <i>Speaker: Chip Powell, California Office of Legislative Counsel</i>
	702	Digitally Transforming Voice Messaging <i>Speaker: Richard Quattrocchi, Mutare; Jeremy Parker, Mutare</i>
	703	Why We Use SIP <i>Speaker: Jeff Dhaenens, Volkswagen Group of America</i>
	704	Why the Health of Your UC/CC Environment Needs an Effective End to End Monitoring and Management Solution! <i>Speaker: Russell Singer, ConvergeOne</i>
	705	Avaya Aura Security Certificates – Best Practices <i>Speaker: Thomas Roemer, Avaya</i>
	706	Oceana Next: Strategy and Roadmap Deep Dives <i>Speaker: Joyce Fong, Avaya</i>
	707	Avaya Aura Contact Center/Contact Center Select 7.x - New Features & Securing Your Customer Information & Achieving GDPR Compliance <i>Speaker: Martin Walker, Avaya; Melissa Vestal, Chrysalis</i>
	708	What are the Business Benefits of Public Cloud? <i>Speaker: Frank Mirecki, BrantTel Networks</i>
	709	Mostly Cloudy with a Chance of Scattered Emergencies <i>Speaker: Mark Fletcher, Avaya</i>
	710	Security and Fraud Prevention: Using Biometrics <i>Speaker: Thomas Hebner, Nuance Communications</i>
	711	Avaya Workflow Breakthroughs: See how Engagement Designer 3.5 is Changing the Way the World Automates Processes <i>Speaker: Stephen Durney, Avaya</i>
712	Utility Server with Avaya Aura Device Services <i>Speaker: Kirk Jones, Avaya</i>	
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 – 9:30 AM (Breakout Session #8)	800	Why E911 is a Hot Topic and How Avaya can Help Fix It <i>Speaker: Mark Fletcher, Avaya; Hank Hunt</i>
	801	Are You Still Complaining About SIP Trunking Best Practices? <i>Speaker: Samy Nashaat, CCNA</i>
	802	TBD
	803	CM 6.3 Physical to CM 7.0 Virtual – A Customer's Perspective: Avaya + VMware <i>Speaker: Dustin Fails, ACS Technologies</i>
	804	“How are You Protecting My Privacy?” – Meeting the Digital Privacy Challenge <i>Speaker: Glen Taylor, Interactive Northwest, Inc.</i>
	806	Empower Your Agents to Navigate a Superior Customer Experience <i>Speaker: Ravi Devendran, Avaya; Mike Butts, Avaya</i>
	807	How Avaya Aura System Manager and Avaya's Online Tools Deliver the Vision of UC Management <i>Speaker: Kyle Hodess, TELUS</i>
	808	Avaya Omnichannel Solutions Deployment Options - Public, Private Cloud, On-Prem, Oceana <i>Speaker: Joyce Fong, Avaya</i>
	809	To Afiniti and Beyond! <i>Speaker: William Jolicoeur, Avaya; Stephanie Long, Avaya</i>
	810	Equinox Clients Deployment Tips and Tricks – Part 1 <i>Speaker: David Lover, ConvergeOne</i>
	811	Avaya Mobile Experience Real World Demos for DX & Agent Experience <i>Speaker: William Fleming, Avaya; Pierre Fournier, Avaya</i>
	812	Migrating, Licensing, Design & Quoting Avaya Officelinx <i>Speaker: Cyril Dowling, Avaya</i>
	813	Harvesting the Plethora of External Data...to Create Actionable Insights <i>Speaker: Michael Sisselman, Avaya</i>
9:30 – 9:45 AM	Break	
9:45 – 10:45 AM (Breakout Session #9)	900	How Texas Tech Improves Campus Safety <i>Speaker: Mark Wright, Texas Tech University System</i>
	901	The Positive Path to Change <i>Speaker: Seth Chancy, Ascenditur</i>
	902	Just Stop Already! Dealing with SPAM and Robocalls. <i>Speaker: Tyler Preder, University of Washington</i>
	903	Migration from CM6.3 to Aura 7 on PODfx <i>Speaker: Larry Roberts, Comcast; David Epler, Avaya</i>
	904	Avaya Cloud Notification System

		<i>Speaker: Michael Seeley, Avaya; Darryl Jackman, Marine Rescue Technologies</i>
	905	Advanced Vectoring: Variables are your friend <i>Speaker: Mary Doran, Cartus</i>
	906	Maximizing your outreach results seamlessly with Avaya Outbound Solutions <i>Speaker: Michael Gruen, Avaya; Andrea Castillo, Avaya</i>
	907	SMGR Roles and Roles-Based Access. <i>Speaker: David Franz, ConvergeOne</i>
	908	Next Steps for CS1000 Customers <i>Speaker: Mike Kuch, Avaya</i>
	909	How Afiniti works! <i>Speaker: Ain Chishty, Afiniti</i>
	910	Equinox Clients Deployment Tips and Tricks – Part 2 <i>Speaker: David Lover, ConvergeOne</i>
	911	Simplified Application Development from Avaya Services: The Continuous Development Framework Offer <i>Speaker: Valentine Matula, Avaya</i>
	912	Using Avaya Equinox in a Healthcare Environment to Provide Better Patient Care <i>Speaker: J Zucchetto, Cerium Networks</i>
11:00 AM – 2:30 PM	Solutions Expo & Experience Theater	
12:15 – 1:30 PM	Lunch	
2:30 – 4:30 PM	General Session	
4:30 – 7:00 PM	Solutions Expo “Tuesday Night Lights” Networking Reception	
Wednesday January 23, 2019		
10:15 – 11:15 AM (Breakout Session #10)	1000	How Understanding Your Caller Behavior Can Help Optimize Your Call Center Operation: A Blue Cross and Blue Shield of Louisiana Case Study <i>Speaker: Walter Rolandi, PhD, Swampfox Technologies; Mattias Liljeberg; Will Hayes, Swampfox Technologies</i>
	1001	Unified Communications – Monitoring and Troubleshooting Tools <i>Speaker: Steven Romanelli, ConvergeOne</i>
	1002	You Could be Losing Time by NOT Using System Manager <i>Speaker: David Franz, ConvergeOne</i>
	1003	Avaya Desktop Experience Overview (for Avaya and Open SIP Deployments) <i>Speaker: Karen Hong, Avaya; Ronnie LaNasa, Avaya</i>
	1004	Best Avaya Practices in Virtualization in Compute and SAN Environments <i>Speaker: Corey Cleric, VOX Networks</i>

	1005	Avaya and Salesforce – Integrating Voice, Omnichannel, Agent Selection & CRM <i>Speaker: Valentine Matula, Avaya</i>
	1006	Oceana, Next: Strategy and Roadmap Deep Dives <i>Speaker: Joyce Fong, Avaya</i>
	1007	Application of AI, Machine Learning and Deep Learning for Contact Center Use Cases: (Architecture Framework with Oceana integration and Demo) <i>Speaker: Nikhil Deshpande, Avaya</i>
	1008	Deepening the Emotional Customer Connection - Using AI to improve the Agent EI <i>Speaker: Jonathan Alperin, Avaya</i>
	1009	Virtualization Demystified: What It Is and Why You Need It <i>Speaker: Alex Morales, Davis, Polk & Wardwell LLP</i>
	1010	Don't Protect Your Data, Make It Worthless - Payment Security Strategies to Keep You One Step Ahead of Hackers <i>Speaker: Gabriel Harris, Chrysalis; Ruston Miles, Bluefin</i>
	1011	CS1000 Modernization - Deploying Aura Whilst Maximizing Your Hardware and Software Investments <i>Speaker: Bob Close, Avaya</i>
	1012	Analyze Your Call Center Elite: What Works Best, with Actual Programming Examples <i>Speaker: Mary Ponto, TeleTraining Services Inc</i>
11:15 – 11:30 AM	Break	
11:30 AM – 12:30 PM (Breakout Session #11)	2000	FCC Ruling 17-24 The Unlawful Robocall Weapon <i>Speaker: Larry Bankhead, Providence Health & Services</i>
	2001	Services, Billing, Future Needs and Advocacy <i>Speaker: Jayne Hogle, American Heart Association</i>
	2002	Proactive & Predictive VoIP/UC Call Quality Troubleshooting <i>Speaker: Tim Titus, PathSolutions</i>
	2003	Avaya Aura Device Services (AADS) - Update on best practices including the new Utility services function for Hard Phones <i>Speaker: Paul Leatherman, CRI Communication Resources</i>
	2004	Omnichannel Automated Experience: Going Beyond Just IVR <i>Speaker: Tore Christensen, Avaya; Jon Haich, Avaya</i>
	2005	Communication Manager Administration: Migrating from ASA to System Manager <i>Speaker: David Lover, ConvergeOne</i>
	2006	Harnessing AI and Predictive Analytics in the "Cognitive" Contact Center <i>Speaker: Michael Sisselman, Avaya; Richard Lau, Marriott</i>
	2007	How Automating Communication Management Workflows Drives Digital Transformation: A Case Study with HM Health Solutions

		<i>Speaker: David Raanan, Avaya; Matthew Sentz, HM Health Solutions</i>
	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. <i>Speaker: Steve Forcum, Avaya</i>
	2009	How do You Get from “Here” to “There” in Customer Care in a Large Enterprise with Lots of Moving Parts? <i>Speaker: Katherine Sobus, ConvergeOne; Jeff Roberts, University of Pennsylvania</i>
	2010	Why Voice Biometrics – A Primer <i>Speaker: Jeffrey Hopper, LumenVox, LLC; Roy Bentley, LumenVox</i>
	2011	Using Domains to Control CM's Selection of Incoming SIP Trunk-Group <i>Speaker: John Waber, ConvergeOne</i>
	2012	High Performing Contact Center Benchmarks Everyone Should Know <i>Speaker: Mike Tennery, Avaya; Brian Garvis, Avaya</i>
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	TBD
	3001	The Future of UC in the Digital Workplace <i>Speaker: Paul Relf, Avaya</i>
	3002	TBD
	3003	How Avaya Enables Afiniti Enterprise Behavioral Pairing <i>Speaker: Sheila Higgins, Avaya; Mike Tennery, Avaya</i>
	3004	Avaya Aura Platform Evolutions and Revolutions <i>Speaker: Jeffrey Ridley, Avaya</i>
	3005	Avaya Diagnostic Server 3.0: SAL and SLA Mon™: What You Need To Know <i>Speaker: Sung Moon, Avaya</i>
	3007	IP Office Roadmap <i>Speaker: Craig Iwata, Avaya</i>
	3008	Avaya Contact Center Direction <i>Speaker: Joyce Fong, Avaya</i>
	3009	Aura 8: Why Cluster your Session Managers <i>Speaker: John Waber, ConvergeOne</i>
	3010	Avaya Communications Cloud Roadmap <i>Speaker: Bob Camel, Avaya</i>
6:30 – 9:30 PM	IAUG Closing Party ACL Live at the Moody Theater	