

Special Co-Located Events & Workshops

Day Three – Thursday, October 12, 2006

		 Call Center 2.0	 Call Center 2.0	 Call Center 2.0 Telework Coalition Workshop	WiMAX/Triple Play Workshop Presented by iHollywood
7:00 - 5:00	Registration Open				
7:30 - 8:30	Conference Breakfast (paid attendees only)				
8:30 - 9:00	IMS Expo Keynote Presentation by David Michaud, Netcentrex	Keynote Presentation by Eli Borodow, Oracle (Former CEO, Telephony@Work)			Sessions include: - Business Case for Deployment of Triple Play - WiMax Industry Update - Network Technologies - VoIP Services: Will Web Portals Change Fixed Telco Business Models? - Bundling Quintuple Play Services - Investment Outlook Check www.itexpo.com for complete program information.
9:15 - 10:15	INTERNET TELEPHONY Keynote Session Featuring AT&T and Lucent				
10:15 - 11:00	INTERNET TELEPHONY Keynote Presentation by Microsoft				
11:00 - 5:00	Visit the Exhibit Hall				
12:00	Conference Luncheon (paid attendees only)				
1:00 - 1:45	Making Money With IMS	How to Calculate Your Brand Ambassador's Bottom-Line Value	TDM-to-IP Migration Strategies	Ask the Chief's of Well Established Work@Home Programs	
2:00 - 2:45	The A-B-Cs of IMS — Creating a Test Plan for IMS Readiness	Ethical Implications	Benefits of IP in the Contact Center	Why Home Based Agents: "There's No Place Like Home"	
3:00 - 3:45	Real World Tales: IMS Case Studies	Designing the Next-Generation Distributed Call Center	SIP in the Contact Center	Outsourcing to Call Centers with Work@Home Agents	
4:00 - 4:45	Billing in an IMS World	Managing Virtual Teams: Obstacles & Opportunities	Shift Your Contact Center from Reactive to Real Time	Enabling Technologies and Telecommunications	
4:45 - 5:30	Service Provider Shootout				
5:30 - 6:00	INTERNET TELEPHONY Keynote Presentation by Motorola				
6:00	Networking Reception				

Day Four – Friday, October 13, 2006

	IMS EXPO	Call Center 2.0	Call Center 2.0	Call Center 2.0 Telework Coalition Workshop
7:30 - 3:00	Registration Open			
8:00 - 8:45	Conference Breakfast (paid attendees only)			
8:45 - 9:15	IMS Expo Keynote Presentation TBA	Today's Advanced Workforce Optimization Solutions	Advanced Contact Center Solutions For Teleservices and Call Centers	Business Continuity with Work@Home Agents
9:30 - 11:00	INTERNET TELEPHONY Keynote Session			
11:00 - 3:00	Visit the Exhibit Hall			
11:30	Conference Luncheon (paid attendees only)			
12:15 - 1:00	The role of UMA & IMS in Converged Networks	Trends in the Next-Generation Contact Center	Best Practices & Processes/ Metrics for Customer Centric Operations	How to Make Work@Home Agents Happen
1:15 - 2:00	Facing the Challenges of Network Convergence & IMS	Gaining the Competitive Edge Through Intelligent Communications	IP Contact Center Shootout	Staffing, Training, and Supervising for Work@Home agents
2:15 - 3:00	Increasing the Network IQ – Application of Artificial Intelligence	VoIP in the Contact Center – A Case Study		Security: Policies, Procedures, and Processes