


Day One: Tuesday – September 16, 2008

	IPTV Workshop for Carriers	TMC University: Microsoft OCS <i>Sponsored by Quintum</i>	TMC University: FMC/Mobility	TMC University: Open Source	Call Center 2.0 at ITEXPO	TMC University: SIP in the Contact Center	Ingate's SIP Trunking Workshop
	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Free for All Attendees</i>
8:30	Continental Breakfast - Paid Attendees Only						
9:00 - 9:45	How to Implement IPTV Networks	Intro	Overcoming FMC Challenges	Advantages of Open Source VoIP	Adding Intelligence to the Next-Gen Contact Center	Enabling Home-Based Agents	inGate SIP Trunking Professional Development Day 9:00-10:30am: Introduction to SIP Trunking 11:00am-12:30pm: Enterprise Infrastructure 1:30pm-3:00pm: Service Provider Perspective <i>Professional Development Certificate awarded to those who attend all three Tuesday seminars.</i>
10:00 - 10:45	Overcoming IPTV Challenges	OCS-PBX Interoperability	Addressing Femtocell Integration Challenges	Opportunities in Deploying Open Source Applications	Contact Centers: Results from the Labs	Adoption of IP in the Next-Generation Contact Center	
11:00 - 11:45	Measuring Quality of Experience for IPTV Deployments	OCS Servers	Messaging and Mobile UC	Understanding Open Source Standards	Trends in IP Contact Center Deployment	Technology Considerations for Contact Ctr Evolution	
11:45	Conference Luncheon - Paid Attendees Only						
12:45 - 1:30	What Will it Take to Deploy IPTV?	Call Flow Scenarios	E-911 Considerations	Using Open Source to Roll Out Next-Gen Applications	Contact Center Security Strategies	Make Your Contact Center Smarter: Best Practices	1:30pm-3:00pm: Service Provider Perspective <i>Professional Development Certificate awarded to those who attend all three Tuesday seminars.</i>
1:45 - 2:30	The Progression of Streaming Video	Configuration & Planning	Cost Containment as a Driver for FMC Deployment	Recognizing the Opportunities in the SMB Market	Embracing Unified Communications in the Contact Center	Welcome to the Contact Center of the Future	
2:45 - 3:30	Additional Session TBD	TMC University Exam	TMC University Exam	TMC University Exam	Planning Ahead for Optimal Contact Center Deployment	TMC University Exam	
3:30	FREE Keynote Session: Jonathan Christensen, Skype - Xuedong Huang, Microsoft - Vikram Saxena, Sonus Networks						
5:00	FREE Networking Reception						

Day Two: Wednesday – September 17, 2008

	Service Provider Solutions	Unified Communications	Hosted Communications Workshop	TMC University: IP Network Security	Call Center 2.0 at ITEXPO	TMC University: SaaS	Ingate's SIP Trunking Workshop
	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Free for All Attendees</i>
8:30	Continental Breakfast - Paid Attendees Only						
9:00 - 9:45	Quality of Service Considerations	Deploying UC	Welcome to Hosted VoIP	VoIP Security Myths & Realities	Position Your Contact Center in a Web 2.0 World	Software-as-a-Service: The Basics	inGate Mechanics of SIP Trunking 8:30-9:45am: Case Study: The Benefits of Bundled SIP Trunk Solutions 10:15am-11:30am: SIP Trunking & Security in an Enterprise Network 1:15-2:30pm Case Study: American Idol Gets In Tune with SIP Trunking 3:00-6:00pm SIP Forum SIPconnect Compliance Workshop SIP FORUM
10:00 - 10:45	The Continuing Evolution: From TDM to SIP	Network Management & QoS	Deploying Hosted VoIP	Best Practices in VoIP Security	Understanding Your Customers	Using Hosted Speech Solutions in the Call Center	
11:00 - 11:45	Applications as a Competitive Differentiator	Exploring Mobility in Unified Communications	Delivering on the Promise of Hosted VoIP	Security Considerations for the Enterprise	Benefits of VoIP Enabled Recording	CRM Software as a Service	
11:45	Conference Luncheon - Paid Attendees Only						
12:45 - 1:30	Service Creation Considerations	UC for the SMB	Open Source Options for Hosted Voice	Deploying Secure Wireless VoIP	IP Contact Center Shootout	SaaS and the Home Agent Model	3:00-6:00pm SIP FORUM
1:45 - 2:30	Imagining Tomorrow's Wireless Landscape	UC Round Table: The Future of the Industry	Future of Hosted Telephony	TMC University Exam		TMC University Exam	
2:30 - 4:00	FREE Keynote Session: Sharone Ben-Levi, AudioCodes - Michael Tessler, Broadsoft; - Bryan Martin, 8x8, Inc.						
4:00 - 8:00	Exhibit Hall Grand Opening Reception - Sponsors: 						

Day Three: Thursday – September 18, 2008

	Service Provider Solutions	TMC University: Unified Communications	VoIP for SMB	TMC University: SIP <i>Hosted by Dialogic</i>	Call Center 2.0 at ITEXPO	TMC University: Next-Gen Call Center Mgmt	Ingate's SIP Trunking Workshop
	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Conference fee required</i>	<i>Free for All Attendees</i>
7:30	Continental Breakfast - Paid Attendees Only						
8:15 - 9:00	Not All Collocation is Created Equal	Introduction to Unified Communications	Reality Check: Southern California End Users Speak Out	Session Title TBD	Innovation in the Skype-Enabled Call Center	Contact Center Benchmarking Study Results	inGate 8:30-10:30am SIP Trunk "Basic Training" with Avaya and Ingate
9:15 - 10:00	Customer Retention Through Analytics	Defining the Business Case for UC		Session Title TBD	Using Natural Language to Improve the Customer Self Service Experience	Improving Customer Experience One Transaction at a Time	
10:15 - 11:00	Keeping Mobile Carriers Competitive	Unified Communications in the Call Center	SMB Networking Alternatives	Session Title TBD	Service and Support: Strengthening the Bottom Line	The Importance of First Call Resolution	
11:00 - 5:00	Exhibit Hall Open - Toyota Prius Giveaway 4:55pm. Must be Present to Win!						
12:00	Conference Luncheon - Paid Attendees Only						
1:00 - 1:45	The Convergence of Communications & Entertainment	Collaboration & Conferencing	Making the Business Case for VoIP in the SMB	Session Title TBD	Extreme Customer Satisfaction	Leveraging Speech Analytics for Customer Satisfaction	
2:00 - 2:45	Accelerating IMS Deployment	Top 10 Ways to get the Most from Microsoft UC	SMB VoIP Options	Session Title TBD	Contact Center Mobility	Workforce Optimization Strategies	
3:00 - 3:45	Service Provider State of the Industry	TMC University Exam	The Role of Applications	TMC University Exam	Customer Experience 2.0: Competitive Differentiation	TMC University Exam	