

PCC EMEA AGENDA - APRIL 20-22 2020



AGENDA - PCC in the Cloud.xlsx

Monday 20th April				Tuesday 21st April				Wednesday 22nd April			
Plenary Space				Plenary Space				Plenary Space			
08:45	Spaces Opens for Gathering			08:45	Spaces Opens for Gathering			08:45	Spaces Opens for Gathering		
09:00 - 09:20	Introduction & Welcome - Arnold Berends - PCC Chairman			09:00	Avaya Channel Partner Lead - Fadi Moubarak			09:00	Avaya CMO - Simon Harrison		
09:20 - 09:30	Avaya SVP - Nidal Abou-Ltaif			09:30	Spectrum - Philip Ofori			09:30	Scantalk - Keld Hanson/Wilbert Zapata		
09:30	Avaya CTO - Ahmed Helmy			09:45	Integrated Research - Axel Rimkus(TBC)			09:45	Sponsor Presentation		
10:00	Avaya Focus Workshop Feedback - Mike Conroy / Colm Cleary			10:00	IPO Subscription Tool & Process for Quoting Ed Davis	IPO 11.1 & Centrum Dermot & Khalid	Contact Centre Update Martin Walker	10:00	Pre-Quoting Install Base Tools & Process Roadmap Patsy Taylor/Steve McCormack	Avaya Oceana Update Shane O'Neill	Managing and Maintaining Quality Standards Tom Lambert
10:30	Break			10:30	Break			10:30	Break		
10:45	Covid-19 Avaya Response Yasser / Savio (TBC)			10:45	IX Subscription Tool & Process for Quoting Paul Tucker	Avaya Spaces Rob Carmichael	Best Practices - IPO 11.1 Upgrade(Part 1) Chris Boseley	10:45	Pre-Quoting Install Base Management Activity for Migrations to Subscription John McKinnon	Contact Centre Google AI Josh Dooney	Training Update Gudrun Demmler
11:15	Swap Period - 5 minutes			11:15	Swap Period - 5 minutes			11:15	Swap Period - 5 minutes		
11:20	IPO Subscription - Mid-Market Strategy (non ACO countries) Khalid Khan	Avaya Cloud Office - Mid-Market Strategy (For UK, NL, FR, IE, AUS, US, CAN) Craig Ivata	Deleberately left free for attendance to adjacent sessions.	11:20	IPO & IX Subscription Ordering, Billing & Contract Adjustments Adrian O'Kane	Open SIP solutions, plus endpoints update/roadmap Rob Carmichael	Best Practices - IPO 11.1 Upgrade(Part 2) Chris Boseley	11:20	Customer Operations Update Joe Roche	IX Subscription from a design perspective ATAC	Avaya Call Management System (CMS) Shiela Higgins
11:50	Swap Period - 5 minutes			11:50	Swap Period - 5 minutes			11:50	Swap Period - 5 minutes		
11:55	IX Subscription Product Offer Roadmap Camille Lewis	Avaya Cloud Office Dermot Wall	ACR Cody Winget	11:55	2020 Promotions Roadmap Colin Griffin	IX Subscription & Aura update Thomas Roemer	Best Practices - IPO 11.1 Upgrade(Part 3) Chris Boseley	11:55	Support Advantage Renewals with Migration to IX Subscription Kathleen Huffman	CPaaS use cases Hans Dielemann	Avaya Call Management System (CMS) Shiela Higgins
12:25	Swap Period - 5 minutes			12:25	Swap Period - 5 minutes			12:25	Swap Period - 5 minutes		
12:30-12:45	Avaya Demo 1	Avaya Demo 2	Avaya Demo 3	12:30-12:45	Avaya Demo 1	Avaya Demo 2	Avaya Demo 3	12:30-12:45	Avaya Demo 1	Avaya Demo 2	Avaya Demo 3
	Swap Period - 5 minutes				Swap Period - 5 minutes				Swap Period - 5 minutes		
12:50-13:05	Avaya Demo 4	Avaya Demo 5	Avaya Demo 6	12:50-13:05	Avaya Demo 4	Avaya Demo 5	Avaya Demo 6	12:50-13:05	Avaya Demo 4	Avaya Demo 5	Avaya Demo 6