

## **UC World Live – 01. Oktober 2009**

### **Agenda der englischsprachigen Veranstaltung**

**Zeitzone: ET – Eastern Time = minus 6 Stunden hinter mitteleuropäischer Zeit ( MEZ)**

#### **10:30 a.m. ET– 5 p.m. ET – Live chat rooms**

- UC World Live attendees will be able to chat live with unified communications experts. Chat topics will range from “Building the [UC Business Case](#)” to “Designing for a [Microsoft® Office Communications Server](#) Implementation.”

#### **11:00 a.m. ET - Live group IM Session on global UC deployments**

- Bill Lynch, Aspect’s IT team lead on its global UC implementation, will provide an overview on best practices for deploying unified communications solutions from an internal IT perspective. Lynch will take questions on this topic, including how to prep an organization’s infrastructure and its people.

#### **11:00 a.m. ET - Office Communicator Demo**

- Andrew Browne, director of sales technical services at Aspect, will demonstrate Microsoft Office Communicator capabilities and how it can change the way organizations interact with click-to-call, click-to-IM, one-click audio and video conferencing, and Web collaboration/screen sharing.

#### **12 noon ET - Live group IM Session on optimizing a workforce through UC**

- Brett Williams, Aspect’s workforce optimization expert, will provide a brief overview on the risks and rewards of using UC to bring knowledge workers into direct contact with customers. Williams will take live questions on this topic, including how these interactions can be scheduled, managed and made compliant.

#### **12 noon ET - Ask the Expert Demo**

- In this product demonstration, Andrew Browne will show participants first-hand how companies can tap into the knowledge that resides across your enterprise with capabilities like presence and IM to improve the customer experience.

#### **1:00 p.m. ET - IM Routing Demo**

- Andrew Browne will demonstrate the next evolution of the customer contact experience where IM is a main channel into the contact center and IMs can be routed, like voice calls or emails, to the most appropriate resource at the right time.

#### **2:00 p.m. ET – IDC, Aspect and Microsoft on Deploying UC Across the Enterprise**

- In this webcast, industry analyst firm, IDC, Microsoft and Aspect discuss how Aspect is poised to save \$1 million a year while improving collaboration and streamlining its business processes, why savings can only be realized with more than VoIP alone, and why now is the time to plan a UC deployment. View the webcast to learn how companies can realize immediate benefits with UC by bringing together email, calendaring, voice mail, instant messaging (IM) and presence, voice over Internet protocol (VoIP), audio, video and Web conferencing. Jamie Ryan, chief information officer, Aspect, will present his insights on planning Aspect’s global unified communications rollout with Abner Germanow, director of Enterprise Communications Infrastructure Services at IDC, who will share his analysis on evolving enterprise network infrastructure markets.

#### **3:00 p.m. ET - Connecting the Contact Center and the Enterprise**

- Customers want their inquiries addressed in a quick, informed manner by people who have the authority to get them what they need and want. Serge Hyppolite, director of interaction product management at Aspect, will discuss the current state of customer interaction challenges and contact center operations. This webcast will highlight the role of unified communications in the contact center and the necessary capabilities to improve first call

resolution and the overall customer experience. Gary Barnett, chief technology officer at Aspect, will also discuss how the company leverages Ask an Expert functionality within its own call centers to increase customer satisfaction.

**4:00 pm ET - Closing Panel Session**

- Mike Sheridan, executive vice president of sales at Aspect, will moderate a discussion on participant thoughts from UC World Live Day. Presenters and chat leaders will discuss what key points came up around UC.

**4:00 p.m. ET- Closing remarks and prize drawing**

- Community members and participants in the live events will hear additional reflections on unified communications to conclude UC World Live. A prize winner also will be drawn from all UC World Live Day participants for an Amazon Kindle 2.

**Anmeldung**

Anmeldung zur UC World Community und für die Teilnahme am UC World Live Day über <http://www.ucworld.com/liveday/>