



AGENDA

Monday, March 9, 2009	
4:00 p.m. – 6:00 p.m.	Registration Open
6:00 p.m. – 8:00 p.m.	Welcome Reception - Splash Patio

VALENCIA BALLROOM

VALENCIA VI

Tuesday, March 10, 2009		Partner Track
6:00 a.m. – 5:00 p.m.	Registration Open	
7:00 a.m. – 8:00 a.m.	Breakfast - Splash Patio	
8:00 a.m. – 8:30 a.m.	Welcome Session - Valencia Ballroom	
8:30 a.m. – 9:30 a.m.	Keynote Speaker - Daniel Hong, Senior Analyst at Datamonitor - Valencia Ballroom	
9:30 a.m. – 10:00 a.m.	Break - West Foyer	
10:00 a.m. – 11:00 a.m.	Taking Inventory of Your Contact Center Interactive discussion on current contact center solutions	Technology - SE to SE Roundtable discussion with Syntellect Sales Engineers for business partners
11:00 a.m. – 12:00 p.m.	Syntellect Product Roadmap - Valencia Ballroom	
12:00 p.m. – 1:00 p.m.	Networking Lunch - Splash Patio	
1:00 p.m. – 2:00 p.m.	CIM: Today and Tomorrow - Valencia Ballroom Find out what's new in CIM and how the latest features and enhancements can help make your contact center more cost effective and efficient	
2:00 p.m. – 3:00 p.m.	Tune Up your Contact Center: IVR and CIM Tips and Tricks Find out how to fine-tune your Syntellect solutions to improve contact center performance	Voyager: Improving Quality Assurance Learn from real-world customers how Voyager tested IVR applications provide better quality service for your customers
3:00 p.m. – 3:30 p.m.	Break - West Foyer	
3:30 p.m. – 4:30 p.m.	Uncovering Cost Savings for your Contact Center Overview of how you can complement your contact center with hosted and remotely administered solutions to save money and provide business continuity	Syntellect Sales & Marketing Training Partners can learn strategies for selling and marketing Syntellect products to their clients
6:00 p.m. – 10:00 p.m.	Dinner and Cocktails at Greasewood Flats	

VALENCIA BALLROOM

Wednesday, March 11, 2009	
7:00 a.m. – 12:00 p.m.	Registration Open
7:00 a.m. – 8:00 a.m.	Breakfast - Splash Patio
8:00 a.m. – 9:00 a.m.	IP Telephony: What it Means to Your Contact Center Discover how IP Telephony impacts your contact center today and in the future
9:00 a.m. – 10:00 a.m.	Call Recording and Quality Monitoring Discover how call and screen recording technology can help you improve agent performance, aid in compliance and capture the complete customer experience
10:00 a.m. – 10:30 a.m.	Break - West Foyer
10:30 a.m. – 11:30 a.m.	Workforce Management Learn how to create accurate forecasts, build efficient agent schedules, automate administrative tasks, and monitor service level and productivity goals
11:30 a.m. – 11:45 a.m.	Conference Closing Remarks & Prize Giveaways
12:00 p.m. – 1:30 p.m.	Networking Lunch - Splash Patio



Support Center and Partner Showcase	
8:00 a.m. – 5:00 p.m.	Tuesday March 10
8:00 a.m. – 12:00 p.m.	Wednesday March 11

General Sessions

Partner Sessions

*Agenda subject to change without notice