



IAUGWIRED

TIME	SESSION	SPEAKER
9:00 AM	EVENT OPENS	
9:00 AM - 10:00 AM	Explore the Expo Hall	
10:00 AM - 10:45 AM	Opening Keynote (Avaya & IAUG Leadership)	Alan Masarek, CEO, Avaya Lori Wodrich, IAUG President
10:45 AM - 11:00 AM	Explore the Expo Hall	
11:00 AM - 11:30 AM	Avaya Simulive: Power Up Your Microsoft Teams Calling with Avaya	Roger Wallman, Avaya
	Avaya Simulive: Maximizing Your CX Journey with Avaya Customer Experience Services (ACES)	Steve Brock, Avaya
	Partner Simulive: Deploying Avaya Workplace for Call Center and U/C Users, Mobile Users, and VDI ConvergeOne	Chris Clauss, Manager, UC Engineering Professional Delivery Services - Avaya, ConvergeOne
	Customer Simulive: SIP - Lessons Learned: The Good, Bad, and the Ugly!	Jeff Dhanens, Volkswagon Motor Group of America
	Customer Simulive: CM to ACO, Top 10 Differences for Users and Admins	Rick Gibbons, Nelson Mullins
11:30 AM - 12:00 PM	Avaya Roadmap	
12:00 PM - 12:05 PM	Break	
12:05 PM - 12:35 PM	AOTMP: Center of Excellence = Job Security	Tim Colwell, Executive Vice President, AOTMP University
	Industry Vertical Meet Up via Spaces	Government - Federal/State/Local
	Industry Vertical Meet Up via Spaces	Finance
	Industry Vertical Meet Up via Spaces	Healthcare
12:35 PM - 12:40 PM	Break	
12:30 PM - 1:00 PM	Spanish Session - The Voice of the Customer & The Avaya Expert - Contact Centers and BPOs	Aristomelia Sosa, IT Manager, UNO (United Nearshore Operations)
1:00 PM - 1:30 PM	Avaya Simulive: Discover Avaya Experience Platform and Unleash Innovation Without Disruption	Diane Otto, Avaya Oliver Bengtsson, Avaya
	Avaya Simulive: Add AI to Your Avaya Systems Today	Steve Brock, Avaya
	Partner Simulive: Putting ChatGPT to Work in the Contact Center Waterfield Technologies	Kerry Robinson, VP of Conversational AI Strategy, Waterfield Technologies
	Partner Simulive: Steering Your Contact Center Cloud Migration to Success Bandwith	Bandwith
	Customer Simulive: Solving Business Challenges with Voicemail	Jayne Hogle, American Heart Association
	Customer Simulive: Disaster Recovery for Avaya Cloud Office	Tim Eddinger, Seneca Foods
1:30 PM - 2:30 PM	Explore the Expo Hall	
2:30 PM - 3:00 PM	WIT Live on Spaces: Delayed Not Denied	Candice Lynch, Southwest Airlines
3:00 PM	EVENT ENDS	
ON DEMAND		
Best of Avaya ENGAGE 2023		
Partner On-Demand: MythBusters - CX Cloud Migration Edition		Owen Robinson, VP of Customer Experience Strategy, Waterfield Technologies