Commsverse

Full Schedule

Registration & Breakfast

08:00 - 09:30 | Expo | Track: Social & Networking

Please join us for your registration breakfast and badge collection. Badge collection and breakfast are located on the 1st floor in the exhibition area. Please make sure you have your ticket to hand for speedy badge printing.

Mid Morning Break

11:00 - 11:30 | Expo | Track: Social & Networking

Mid morning break with tea / coffee / soft drinks and a selection of nibbles and waffle station. Served in the exhibition hall.

Bulk Provisioning Users for a Successful Teams Voice Deployment

12:15 - 13:00 | Room C | Level: 300 | Track: Calling

Are you in the midst of a Teams Voice Deployment, but have worries about enabling all of your users? Are you looking to make bulk updates to your Teams Voice Users without the risk of things getting messed up from human error in the GUI? If you answered yes to any of those questions, then this session is for you. Come learn about Eric's bulk Teams ...

Speakers

Eric Marsi

C360: The Future of Integrated UC Management

12:15 - 12:40 | Room B | Track: Teams Administration | Level: 300

Join CEO, Patrick Copping as he showcases the capabilities of Conversant's C360 platform, a UCaaS solution that integrates seamlessly with Microsoft Teams to enhance business communications. Patrick will cover how C360 facilitates efficient management of multiple communication modules including Teams Calling, Contact Centre, Social Media Messagin...

Speakers

Patrick Copping

Commsverse

How to fail with Teams

12:15 - 13:00 | Room AC | Level: 200 | Track: Best Practices

Here, we demonstrate numerous conceivable ways one can fail with their Teams usage. Whether you want to use this knowledge to avoid these pitfalls or to make life difficult for yourself and others is entirely up to you!Are you tired of all the sessions on "how to succeed..." or "5 ways to do it right"? Would you rather have a refreshing twist and s...

Speakers

Ville Gullstrand   **Anders Green**

The Future Workplace with Metaverse, AI and VR.

12:15 - 13:00 | Landis | Level: 200 | Track: Collaboration

What will be the impact of Metaverse, VR, AR an AI for the future workplace and the way of collaboration? What about Cybersecurity? An overview.

Speakers

Martin Rövekamp   **Knut Relbe-Moe**

The Teams & Copilot Talk show

12:15 - 13:00 | Room E | Level: 200 | Track: Teams CoPilot

Welcome to the Teams & Copilot Talk Show, where your host Marten will discuss the latest news and updates in the wonderful world of Teams, Copilot, and AI with special guests. There will be community stars, Microsoft representatives, and maybe one or two celebrities, to share their insights and experiences. You will learn about the new and amaz...

Speakers

Marten Hellebro

Unlock the Power of Shared Calling: Boost Efficiency and Simplify Phone Management in Teams

12:15 - 13:00 | Room D | Level: 300 | Track: Calling

Tired of managing multiple phone numbers and juggling calls? Discover how Microsoft Shared Calling can revolutionize your communication experience within Microsoft Teams. This session dives deep into the benefits and features of Shared Calling, empowering you to: Boost efficiency: Streamline your workflow with a single phone number ...

Speakers

Satish Upadhyaya

Be The Lewis Hamilton Of Teams Phone Management

13:15 - 13:40 | Room B | Track: Teams Administration | Level: 200

Overview: Calling all IT Admins, engineers, and UC Product Owners using Microsoft Teams Admin Centre to manage Teams Phone! Are you struggling to shift gear with long and error-ridden processes for your Teams number and user management? Are you tyre'd of using multiple suppliers to manage Teams Phone? Then buckle up, start your engin...

Speakers

Ewan Haig

Boost Compliance in Financial Services with AI

13:15 - 13:40 | Room AC | Track: Collaboration | Level: 100

The future of financial services with Microsoft Teams and the Microsoft Cloud. AI processing only within the Microsoft environment data is secured in Azure infrastructure.

Speakers

Nigel Smith

Going beyond the basics: transforming the employee/leadership relationship with Viva Employee Communications and Communities

13:15 - 13:40 | Room E | Level: 200 | Track: Viva

In the era of hybrid work, where the dynamics of leadership and employee collaboration are evolving, there's an unprecedented opportunity for organisations to leverage cutting-edge communication tools. Join us as we delve into the realm of Viva Employee Communications and Communities, redefining the way leaders connect with their teams.Join us for ...

Speakers

James Culley

Meeting Rooms - Things to think about when designing spaces

13:15 - 13:40 | Room D | Level: 100 | Track: Best Practices

As more people look to update or put in place hybrid spaces, what type of things can you plan for to ensure you get the install right the first time round and the best out of the spaces you are looking to use. You have picked a fantatsic AV solution but if you don't think about the spaces you will have a weak implementation. Listen to the key...

Speakers

Adam Hand   **Shelby Mendes**

Never lose a customer again

13:15 - 13:40 | Landis | Level: 300 | Track: Calling

Never lose a customer again

Speakers

Arjan van den Berg

Operator Connect - How Teams and Operator Connect will Dominate in 2024

13:15 - 13:40 | Room C | Level: 100 | Track: Calling

Introduction (3 minutes): Begin by highlighting the changing landscape of business communications, with Microsoft Teams leading the pack. Reference Microsoft's success in recent years, including Gartner UCaaS awards, to set the stage for 2024's "perfect storm." Legacy Systems and Lifecycle (3 minutes): Address the transition from legacy systems ...

Speakers

Rick Garcia   **Brandon Bradley**

Lunch

13:45 - 14:45 | Expo | Track: Social & Networking

Lunch is served in the exhibition area with 3 food stations. Menu TBC. Check back for details.

I've got 99 problems but Teams aint one!

14:45 - 15:30 | Room C | Level: 100 | Track: Collaboration

We all have these daily bits of frustration at work. My colleague has no access to this list! How can I involve everyone in our planning workshop? Where is that file someone shared in our team meeting? These feelings multiply when the context is collaboration and communication with your team.What if technology could help your team to work at its be...

Speakers

Amanda Sterner   **Karoliina Kettukari**

Microsoft Teams - The ideal platform for AI-Powered UCaaS & CCaaS Convergence?

14:45 - 15:30 | Room AC | Track: Collaboration | Level: 200

Tom Arbuthnot of Empowering Cloud is joined by Gidi Adlersberg and Jay Wyatt from AudioCodes to discuss the key role that Microsoft Teams, combined with conversational AI, is playing to seamlessly enable the convergence of unified communications and contact centre as a service. Tom, Gidi and Jay will discuss how enterprises are seeking to blur the ...

Speakers

Jason Wyatt   Gidi Adlersberg   Tom Arbuthnot

Preparing for Microsoft 365 Copilot: Best Practices for Governance and Data Security

14:45 - 15:30 | Room E | Level: 200 | Track: Teams CoPilot

Discover why governance and data security are key factors for Microsoft 365 Copilot readiness and how they can improve your Copilot experience. Assess your current governance, risk and compliance maturity level using the Microsoft 365 maturity model and find out what you need to do to close the gaps for Copilot readiness. Follow the best practices...

Speakers

Nikki Chapple

Programatic Management of Microsoft Teams

14:45 - 15:30 | Landis | Level: 400 | Track: Teams Administration

Do you struggle with automating processes in administering your Teams environment or providing self-service? Are you frustrated with the need for standard service accounts to authenticate? We'll walk through some of the options and workarounds to using service accounts with PowerShell and talk about how Application Registration and Authentication w...

Speakers

Seth Schumacher

Teams for Frontline workers

14:45 - 15:30 | Room D | Level: 300 | Track: Collaboration

In today's world, the frontline workforce, which represents nearly 2 billion people worldwide, is the backbone of communities and economies around the world. 88% of organizations employ people in frontline roles and when frontline workers say something is not working, we can't afford to ignore them. With this session we want to show how you c...

Speakers

Linus Cansby   Anders Green

The Power of Capture: Control, Compliance, and Data Management

14:45 - 15:10 | Room B | Level: 200 | Track: Best Practices

In this session, we will explore the role of data capture, emphasizing the importance of control, compliance, and data management. We'll discuss the critical differences between basic data capture and compliant capture, highlighting how these distinctions impact AI and analytics tools. Our focus will be on effectively capturing, storing, and utiliz...

Speakers

Michael Levy

How to turn Teams into a contact center lite

15:25 - 15:50 | Room B | Track: Calling | Level: 200

How can you turn your Teams platform into a contact center lite solution. In this session we will cover how you can setup your Teams platform as a contact center lite, with what Teams offers today, but also how we cover the gaps in what Microsoft offers today. We will also be covering how we leverage on the MS Graph API's to deliver daily insights ...

Speakers

Christian Skovgaard

5 Ways to Ensure Your Microsoft Teams Phone System Deployment will be a Disaster

15:45 - 16:30 | Room E | Level: 200 | Track: Best Practices

In this session, we will use real-life stories (with the names changed to protect the guilty) to describe ways your Teams Phone System deployment can go horribly wrong. Think "resume generating event" type things. We will cover the issues and what you need to think about as you are planning or going through your deployment. This session has years o...

Speakers

Adam Ball

Beyond the buzz: Research-driven strategies for transforming your communications with Viva Amplify

15:45 - 16:30 | Room D | Level: 200 | Track: Viva

Is your approach to communication within your business failing to hit the mark? Are your messages disjointed or too heavily focused on email? Join me as I demonstrate how employee engagement can be revolutionised with Viva Amplify! What will I get from this? A clear understanding of how to implement Viva Amplify within your organisation Actionable...

Speakers

Alex Franklin

Commsverse

Extending Copilot in Teams and M365 - what's possible?

15:45 - 16:30 | Landis | Level: 400 | Track: Teams CoPilot

Officially or unofficially it's the year of Copilot. It's everywhere. What you can do with Copilot is pretty amazing.   What makes Copilot different to other AI tools like ChatGPT is it has access to your data within your M365 organisation. However, as a developer who develops for Teams, I am being asked how we can extend Copilot e...

Speakers

Lee Ford

Revolutionize Customer Engagement: Unleash the Power of Voice Conversations with Next-Level Chat Bots!

15:45 - 16:30 | Room C | Level: 300 | Track: Collaboration

Are you excited about the future of chat bots? Brace yourself, because voice is about to take it up a notch! Imagine your customers being able to dial a regular PSTN number and simply have a conversation. Rapid, natural, and hassle-free! Join Microsoft MVP Tom Morgan to discover the secrets to creating your very own voice-powered bots. And guess wh...

Speakers

Tom Morgan

The Future of AI Powered Team Collaboration with Microsoft Loop, Teams, Whiteboard and Copilot

15:45 - 16:30 | Room AC | Level: 100 | Track: Insights

Martin Sacchi, Principal Group Product Manager working on M365 modern collaboration, and Rowen Forster, Senior Product Manager in Microsoft Loop will talk about how Microsoft is helping transform the way people work together with apps like Microsoft Loop, Teams and Whiteboard integrated with Copilot!   They will share what Microsoft has l...

Speakers

Martin Sacchi   **Rowan Forster**

Logitech - AI driven meeting room hardware for even more spaces

16:05 - 16:30 | Room B | Track: Collaboration | Level: 200

Less than 15% of meeting rooms globally are equipped with video conferencing technology. With cost and complexity being a huge factor in limiting wider enablement of meeting rooms, Logitech has announced the launch of a new video bar which brings the power of AI driven meetings to a low cost, easy to deploy, and easy to manage solution. Join us ...

Speakers

Raj Varsani

Afternoon Refreshments

16:30 - 16:45 | Expo | Track: Refreshments

Coffee / tea / soft drinks plus light snacks available in the exhibition hall whilst you transit to your final set of sessions

Cloud. Who needs partners?

16:45 - 17:10 | Room B | Level: 100 | Track: Calling

TBC

Speakers

Matt Hurst   **Robert Fitter**

How to build a high-performance hybrid culture

16:45 - 17:10 | Room AC | Level: 100 | Track: Best Practices

Dive into the future of work with "How to Build a High-Performance Culture in a World of Hybrid Work," a transformative talk unveiling five innovative strategies to excel in hybrid environments using Microsoft Teams. Discover how to leverage technology for connection, foster trust, personalise engagement, promote continuous learning, and measure su...

Speakers

Sean O'Shea

Make your SharePoint intranet attractive again with Viva Connections

16:45 - 17:30 | Room C | Level: 100 | Track: Viva

As an organization, you would like to have one place where your employees are going to gather all the needed information like procedures, News, Announcements, and documents,... All the options in SharePoint make it possible for your organization to create a place like that. Even with a powerful Search function users are complaining they don't ...

Speakers

Anouck Fierens

Managing and Auditing External Access in Microsoft Teams

16:45 - 17:30 | Room D | Level: 200 | Track: Collaboration

Microsoft Teams provides companies opportunities and challenges in how users can collaborate with external parties. Sharing information from within the Microsoft Cloud is a much better proposition than information being shared in locations outside of the control of IT and corporate governance. However, faced with the myriad of options u...

Speakers

Peter Baddeley

Successfully Managing the Speeding Treadmill of Microsoft Change

16:45 - 17:30 | Landis | Level: 300 | Track: Best Practices

I'm Damian. I have many years of experience across a variety of IT roles in many different industries. I have a bit of a passion for Microsoft Message Center changes, to which I hear you ask... "Are you mad?"! Well yes maybe just a bit. However, keeping on top of Microsoft 365 change is critical to user experience, secu...

Speakers

Damian Lewis

Teams Updates: Don't panic, we've got you

16:45 - 17:30 | Room E | Level: 300 | Track: Teams Administration

Microsoft Teams is a constantly evolving platform with new features and improvements being added at a fast pace. Staying current with these updates is critical to ensure you are getting the most out of your deployment, but sometimes it can feel like you are drinking from a firehose. Together we will cover the following: Where to find the best sour...

Speakers

Ben Lee

After School Party

17:30 - 19:30 | Bistro | Track: Social & Networking

Join us at the Bistro and roof top bar area for free(ish) bar, light bites, and a chance to decompress with your friends Limited to 2 drinks per person. Check your welcome swag bag for your drink tokens. Additional drinks can be purchased separately directly at the bar.

F1 Zone Activity

17:30 - 19:30 | F1 Zone | Track: Social & Networking

Relax after a hard day of learning by competing in our fastest lap challenge. Take on your fellow attendees to claim the ultimate prize of Commsverse Champion! Please make your way up to the top floor. The F1 zone is clearly marked for this exclusive hire.

Registration & Breakfast

08:00 - 09:15 | Expo | Track: Social & Networking

Join us for registration and breakfast on the exhibition hall.

Exploring AI in Teams: CallCabinet and Copilot – Compliance, Intelligence, and the Difference

09:15 - 09:40 | Room C | Level: 200 | Track: Calling

TBC

Speakers

Simon Peters   **Jack Brook**

How to select the right communication in Teams - Feedback from the Field

09:15 - 10:00 | Room E | Level: 300 | Track: Collaboration

In 80% of my clients I see different examples of how to NOT collaborate in Teams, like...- Teams only hosting General Channel,- Threads without converstaions,- Excessive Chat usage/chaos, while regarding teams remain empty- Standard Channels, where a Private or Shared Channels would have been better- etc. Question: When to use what? Good question! ...

Speakers

Robert Mulsow

Microsoft Teams Rooms with HP Poly

09:15 - 09:40 | Room D | Level: 200 | Track: Collaboration

Dive into the world of HP Poly and how they are now catering for this ever changing world of work through Voice & Video experiences combined with the latest advancements in Microsoft Teams Rooms features

Speakers

Mohammed Khalifa

Global Emergency & Dynamic E911 Success with Operator Connect & Direct Routing

09:55 - 10:20 | Room C | Level: 200 | Track: Calling

TBC

Speakers

Mehmet Hussein

Spectralink: Friends to the deskless

09:55 - 10:20 | Room D | Level: 100 | Track: Collaboration

There's a potentially critical issue when planning your move to the cloud: Deskless workers. These frontline employees are the backbone of many industries, yet they are frequently left out of the communications strategy. In this session, we'll delve into why neglecting deskless workers is a costly mistake and how embracing them can lead to enhanced...

Speakers

Andy Macqueen

Building an AI strategy with the Microsoft Copilots

10:15 - 11:00 | Landis | Level: 200 | Track: Teams CoPilot

Everyone has heard about Copilot but do you know how many different Copilots there are out there? Have you considered how each of these thread together? Have you worked out how to bring these together to empower your organisation with AI? AI is moving very fast and organisations are now looking at how they form a strategy for usage and governance a...

Speakers

Kevin McDonnell

Making Secure Meetings Simple with Teams Premium

10:15 - 11:00 | Room E | Level: 200 | Track: Teams Premium

Teams Premium is here with enhance meeting security options including watermarking, end-to-end encryption and sensitivity labels.   In this session we will explore how to configure the Teams Premium security features to enforce improved meeting security in a way which is easy for users and minimises the conflict between productivity and ...

Speakers

Sara Fennah

Commsverse

Microsoft 365 and encryption

10:15 - 11:00 | Room AC | Level: 300 | Track: Teams Administration

Encryption and decryption - that's what this session is all about.In this overview-session, Albert will talk about encryption in Microsoft 365 and how this works from SharePoint Online and Microsoft Teams. From the encryption standards and key-management (including double-key encryption), via Information Rights Management, to Microsoft Information ...

Speakers

Albert Hoitingh

Where to look, if Teams Audio/Video is not as good as expected

10:15 - 11:00 | Room B | Level: 400 | Track: Teams Administration

Poor audio, video artefacts etc are the most annoying problems with teams meetings and many thing can go wrong here. It can be the client, the headset, webcam and environment. But most time we have to dig deeper into Call Analytics, CQD-Databases and understand the various counters, who are collected by Microsoft Teams. Admins must understand, how...

Speakers

Frank Carius

Future-Proofing Meetings: Leveraging Neat and Microsoft for Smarter Workspaces

10:35 - 11:00 | Room D | Level: 300 | Track: Meetings

In this session we will look into the transformative potential of integrating Neat's cutting-edge video technology with Microsoft. Attendees will gain a thorough understanding of how Neat devices enhance Microsoft Teams environments, improving meeting experiences with superior audio and video quality. The session will touch upon Neat products, fea...

Speakers

Graham Walsh

Mobile Business Convergence – Where are we in 2024?

10:35 - 11:00 | Room C | Level: 200 | Track: Insights

2024 and 2025 are widely seen as the years that Fixed Mobile Convergence or Business Mobile Convergence come of age. We look at the opportunity for Partners, where they deliver value to their customers, how they generate revenue, and if AI can add value to voice.

Speakers

Charlie Doubek   **Rob Watts**

Mid Morning Break

11:00 - 11:30 | Expo | Track: Social & Networking

Mid morning break with tea / coffee / soft drinks and a selection of nibbles and waffle station. Served in the exhibition hall.

Creating a Customer Voice Assistant in Microsoft Teams in less than 15 Minutes

11:30 - 12:15 | Room E | Level: 100 | Track: Calling

TBC

Speakers

Matt Landis   **Preston Martin**   **Shannon Martin**

Experience Microsoft Mesh - Immersive Space

11:30 - 12:15 | Landis | Level: 200 | Track: Meetings

Join Lars Berlau, Carsten Meilbak, and Michael Broholt for a live demo of Microsoft Mesh Microsoft Mesh is a new platform that enables immersive and collaborative experiences across devices and locations. With Microsoft Mesh, you can connect with your colleagues, customers, and partners in mixed reality, share 3D content, and collaborate in real ti...

Speakers

Lars Berlau   **Carsten Meilbak**   **Michael Fogh Broholt**

Microsoft Teams Premium vs Microsoft 365 Copilot: What\'s the difference and how to use them?

11:30 - 12:15 | Room C | Level: 200 | Track: Teams Premium

Microsoft Teams is a powerful platform for collaboration, communication, and productivity. But did you know that there are different ways to enhance and optimise your Teams experience? In this session, you will learn from Jason Wynn, a Microsoft MVP and an expert in Teams, about the differences between Microsoft Teams Premium and Microsoft 365 Copi...

Speakers

Jason Wynn

Securing Teams (and everything else Entra)

11:30 - 12:15 | Room B | Level: 300 | Track: Teams Administration

The talk covers the common security risks and challenges associated with Teams, and how to mitigate them. We will cover both Teams sharing and content security as well as authentication, access and administration security as well – which will take us into the world of Entra ID (Azure Active Directory). The talk will provide practical tips and...

Speakers

Brian Reid

Teams and Microsoft 365 Sharing - Unstructured and Structured

11:30 - 12:15 | Room D | Level: 200 | Track: Collaboration

Teams and Microsoft 365 external sharing is all about publishing or collaborating with people outside your organization. Users will find ways to do it with or without IT support (typically through email or shadow IT), so it's important for IT to provide an easy way for them to do it effectively and securely. Sharing can be done in a number of diffe...

Speakers

Peter Carson

Teams Phone - What you didn't know

11:30 - 12:15 | Room AC | Level: 400 | Track: Calling

Teams Phone is not a traditional PBX, Teams Phone is a seamless collaboration and communication experience for your organization. In this session, you will learn how to leverage the latest Teams Phone innovations, features and capabilities that can enable more calling scenarios. You will discover how to set up and manage shared calling, deleg...

Speakers

Michael LaMontagne   **Habib Mankal**

Lunch

12:15 - 13:15 | Expo | Track: Social & Networking

Join us for lunch on the exhibition floor. Menus tbc.

Copilot for Microsoft 365 | How to Integrate and Secure your AI Companion

13:15 - 14:00 | Room D | Level: 300 | Track: Teams CoPilot

Copilot for Microsoft 365 is an AI companion that helps you with various tasks, such as writing, searching, creating, and learning. In this session, you will learn how to optimise your experience with Copilot for Microsoft 365, both as an end user and an admin. You will discover how to: Integrate Copilot for Microsoft 365 with external services, s...

Speakers

Alev Tamer   **Chris Wheeler**

Creating an AI-Driven HR Assistant: Revolutionizing Employee Engagement and Efficiency

13:15 - 14:00 | Room E | Level: 200 | Track: Teams CoPilot

This session focuses on the transformative role of artificial intelligence (AI) in Human Resources (HR), emphasizing its impact on improving workplace experiences and organizational productivity. Participants will explore the concept and practicalities of developing an AI-based HR Copilot, which serves as a digital assistant for employees, offering...

Speakers

Kanwal Khipple

Extending emergency call notifications with the Power Platform and ACS

13:15 - 14:00 | Room C | Level: 300 | Track: Calling

Emergency call notifications in Teams are a feature that allows administrators and users to receive alerts when someone in their organization makes an emergency call using Teams Phone System. The notifications can help responders locate and assist the caller quickly and efficiently. Currently, this is limited to notifying a group of people in a gro...

Speakers

Rob Watts

Microsoft has a new OS. Or do they? Understanding the Microsoft Device Ecosystem Platform.

13:15 - 14:00 | Room AC | Level: 400 | Track: Teams Administration

Last year, Microsoft announced the Microsoft Devices Ecosystem platform, a new flavor of Android for Teams devices. But who actually writes that operating system? How is it supported? More importantly, how will this and the move to "Non-Google Mobile Services" impact your support of Teams devices? Any impact on Intune? (Spoler Alert: YES!) Is this ...

Speakers

Michael Tressler

Commsverse

Stop Being Basic! Why we don't use the meeting tools we should, and how to get started.

13:15 - 14:00 | Landis | Level: 200 | Track: Collaboration

This session is perfect for end users, trainers and those driving workplace adoption. Go beyond screen sharing and leverage the tools already available in Teams (and M365) to make online meetings better for free! Online meetings really can be engaging and interactive! The session will explore why the tools aren't being used, why and how they ...

Speakers

Ian White

Your Intelligent Workplace - Using AI to create productivity

13:15 - 13:40 | Room B | Level: 300 | Track: Collaboration

An immersive and interactive session that delves into the future of AI-powered collaboration within intelligent meeting rooms. As a leader in innovation, Lenovo is committed to providing the leading computing solution that literally empowers seamless collaboration experiences. In this session, participants will gain valuable insights into the inter...

Speakers

Kimberly Jane Tee   **Daniel Smethers**

Engage and Excel: Practical ways to get involved with the Microsoft Teams Community

14:15 - 15:00 | Room AC | Level: 100 | Track: Best Practices

What's so great about the Microsoft Teams Community anyway? Practical tips for engaging with the community: Where to engage – online communities, in person events and user groups How you can add value – even if you think you have nothing to say! What you'll get out of active engagement in the community Learn more about...

Speakers

Laurie Pottmeyer

How to work like a brainiac in Teams – a no-brainer

14:15 - 14:40 | Landis | Level: 100 | Track: Collaboration

Welcome to this session where you will learn how to use Teams in a way that suits your (sorry for being the one to break it to you) ancient brain. We will dig deeper into neuroscience to explain why some digital behaviours is directly contraproductive for our brains and which digital behaviours should be promoted. And you will of course get hands-o...

Speakers

Caroline Kallin

Is Teams ready to be your Contact Center?

14:15 - 14:40 | Room B | Level: 200 | Track: Calling

Microsoft has a robust certification and third-party ecosystem for Contact Center solutions, but what about the native functionality within Microsoft Teams? As Microsoft continues to enhance its Voice Applications offering, including Auto Attendants and Call Queues, the line between a full-fledged contact center and Teams' "Contact Center Lite" cap...

Speakers

Zach Bennett

Microsoft Teams Operations best practices from the field

14:15 - 15:00 | Room C | Level: 300 | Track: Best Practices

I'm guessing your organisation has Microsoft Teams by now. Over 320M users do. Teams brought together "collaboration" and "Unified Communications" for users, but did it bring them together in your IT Operations? If you are like many organisations, possibly not. As well as working with many enterprises, Tom Arbuthnot regularly speaks to many m...

Speakers

Tom Arbuthnot

The black art of writing SMART goals

14:15 - 15:00 | Room E | Level: 200 | Track: Viva

Do you want to set goals that are SMART, not just smart? Then join us for this session where we will teach you how to create Specific, Measurable, Achievable, Relevant, and Time-Bound objectives that will help you achieve success in your personal and professional life.

Speakers

Marijn Somers

Viva Wayfinder, for a thriving guiding new hire journey

14:15 - 15:00 | Room D | Level: 200 | Track: Viva

Is your Hiring Process well... overwhelming? A convoluted hiring process can cost businesses time, money, and the perfect hire. Let's face it – these processes don't only impact HR anymore, either. Modern work significantly impacts IT professionals, M365 Strategists, and workplace consultants. Join th...

Speakers

Lesley Crook

Friday 10th January 2025

Microsoft Teams Devices AMA

11:30 - 12:55 | Room E | Track: Meetings | Level: 100

Join us for an in person session where we'll present what's new in the world of Microsoft Teams devices and new features, with a chance to ask any questions.

Speakers

Graham Walsh

Keynote - Exploring AI Assisted Collaboration Within The Workplace

09:20 - 11:00 | Room A | Track: Insights | Level: 100

Where would a Microsoft conference be without focus on AI? :-) Our keynote this year will be split into 3 segments to bring you up to speed with what is happening within the UC market, how businesess and the industry are enriching their collaboration and customer engagement with the introduction of AI. Microsoft's Communications Momentum: Is ...

Speakers

Patrick Watson	Anthony Woodruff	Damian Lewis	Mark Licinio	Tom Arbuthnot
Ian White	Randy Chapman	Anna Tait	louise brown	Ally Ward
Paul Cornish				

A business approach to exploiting AI in your customer experience

11:30 - 11:55 | Room D | Track: Best Practices | Level: 300

Alex will talk about how AI can be used to enhance and streamline the customer experience, whilst also exploring what organisations need to consider when embarking on the journey to using AI as part of their customer interactions.

Speakers

Alex Black

Building a Roadmap to a Mature AI Contact Centre with Microsoft Teams

11:30 - 11:55 | Room C | Track: Calling | Level: 200

Microsoft Teams has emerged as a powerful platform for building next-generation contact centres. As Artificial Intelligence (AI) revolutionizes the customer experience landscape, organizations are leveraging Teams to seamlessly integrate intelligent automation into their contact centre operations, however successful implementation requires an overa...

Speakers

Tim Suley	Sajeewa Nissanka

Friday 27th June 2025

Panel: MVPs Ask Me Anything!

09:15 - 10:00 | Room B | Track: Best Practices | Level: 300

Join us for an interactive Ask Me Anything panel session with four Microsoft Microsoft Most Valuable Professionals (MVPs). On the panel: Nikki Chapple - Microsoft 365 Governance & Compliance Tom Morgan - Microsoft Teams Development Platform Karoliina Kettukari - Modern Work Ben Lee - M365 and Microsoft Teams Don't miss out o...

Speakers

Lyndsay Ansell