

Tuesday 23rd April 2024

Breakfast

07:00 - 08:00 | Telluride | Track: Meal

Daily Selection of Sliced Fruits & Berries Fresh Muffins of the Day Mini Danish Variety Butter Croissants Scone Variety Chef's Selection of Preserves and Butter Steel Cut Irish Oatmeal with Berries, Dried Fruits, Local Honey Individual Yogurts Cottage Cheese House Granola Brioche French Toast Wild Berry Compote, Warm Vermont Maple...

Opening Ceremony and Keynote: The Future of AI Powered Team Collaboration

08:00 - 09:15 | Ballroom C | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

We are thrilled to announce that Ron Pessner will be our Keynote Speaker at Commsv Next this year. Ron is a CVP and product leader with Microsoft 365. Leading modern collaboration, his group is helping transform the way people work together with apps like Microsoft Loop, Teams and Whiteboard integrated with Copilot! In his keynote, Ron w...

Speakers

Ron Pessner

Jake Cohen

Michael Aldridge

Exhibit Hall Open

09:15 - 18:30 | Exhibit Hall

Every Microsoft Copilot Explained - Name (This Week), Price and Use Cases

09:45 - 10:45 | Clear Creek | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

Microsoft Copilot is a product, but Microsoft also has an ever-increasing family of Copilots at different price points for different use cases. Do you know the differences between Copilot, Copilot CDP, Pro, Copilot for Microsoft 365, Windows, Service, Sales, Studio, Github, Azure, Security and more? Did you know which are part of a suite/product an...

Speakers

Tom Arbuthnot



Integrating Azure OpenAI with Microsoft Teams

09:45 - 10:45 | Platte River | Level: 300: Advanced Material | Track: Artificial Intelligence

The world of chat AI has come over us quickly, and changed the way we work forever. We will take a look at what Azure OpenAI has to offer, and what capabilities it has. How can we use it to integrate with Microsoft Teams to make our workday easier? We will create some fun proof of concepts on what's possible! This will be an interactive session wit...

Speakers

Alexander Holmeset

Teams Phone - What You Didn't Know

09:45 - 10:45 | Big Thompson | Level: 400: Expert Material | Track: Voice

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

Podcast: The Future of AI Powered Team Collaboration

10:00 - 10:45 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Speakers

Ron Pessner Karuana Gatimu Jake Cohen

Microsoft Security Copilot and Microsoft Teams - A Deep Dive

11:00 - 12:00 | Big Thompson | Track: Artificial Intelligence | Level: 300: Advanced Material

Back by popular demand, the presenters of the most watched session of CommsvNext 2023 are back this year with a brand new session! Microsoft Copilot is a revolutionary product that is now leading the pack in artificial intelligence capabilities. While Copilot is being built into just about every Microsoft product available, it is imperative that ad...

Speakers

Kevin Martins Scott Souther



Microsoft Zone: Prompt Power Hour

11:00 - 12:00 | Microsoft Zone | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

Join Microsoft field teams for an informal hour of live Copilot tips & tricks to build customer demos or swing by to show us your favorite prompts! Microsoft People in the Zone: Nate Loback - TS Mike Rinner - CSM Allen Wat - TS Scott Francis Terry Lyons Jody Ryan

Podcast: Office Hours CvN Edition

11:00 - 11:45 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Also with Dino Caputo and Curtis Johnstone (Remote)

Speakers

Michael LaMontagne Habib Mankal

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

11:00 - 12:00 | Platte River | Track: Voice | Level: 200: Intermediate Material

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 for your t...

Speakers

Satish Upadhyaya

What Defines a “Best Microsoft Teams Contact Center Solution” According to 16 Industry Experts

11:00 - 12:00 | Clear Creek | Level: 100: Introductory and Overview Material | Track: Administration

Consolidating Microsoft Teams with a contact center is a very active trend right now. While there are 27 Microsoft certified contact center options, their integration and capabilities vary. In this session, join Taylor Anderson of AudioCodes to learn how 16 industry experts selected which is the “Best Microsoft Teams Contact Center Solution&r...

Speakers

Taylor Anderson

Lunch

12:00 - 13:00 | Ballroom C | Track: Meal

Caesar Salad of Cherry Tomatoes, Shaved Pecorino, Garlic Croutes, Caesar Dressing Tuscan Kale, Farro & Radicchio, Pancetta, Fennel, Goat Cheese, Prosecco Vinaigrette Pan-Seared Chicken Breast, Sun-Blushed Tomatoes, Wilted Spinach, Lemon & Herb White Wine Sauce Garlic & Herb Grilled Flank Steak, Wild Mushroom & Madeira Sauce, ...

Is Teams Ready To Be Your Contact Center?

13:00 - 14:00 | Clear Creek | Track: Voice | Level: 100: Introductory and Overview Material

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

Managing and Auditing External Access in Microsoft Teams

13:00 - 14:00 | Platte River | Track: Productivity | Level: 200: Intermediate Material

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

Microsoft Zone: Microsoft Loop + Copilot

13:00 - 14:00 | Microsoft Zone | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

Get loopy with us! Learn how Loop makes your meetings, work management and brainstorming more productive with Teams Interested to join our Loop TAP program? Lets talk! Microsoft People in the Zone: Michael Aldridge, Principal PM Jake Cohen, Principal PM



Working Smarter: Using Microsoft Copilot Studio and Teams Together

13:00 - 14:00 | Big Thompson | Track: Artificial Intelligence | Level: 100: Introductory and Overview Material

This session is show you how to use Microsoft Copilot Studio and Microsoft Teams together to make work easier and more fun. We'll look at cool ways these tools help you collaborate with your team, manage projects, and come up with great ideas. You'll see how these tools make your online workspace better and easier to use. What you...

Speakers

Sharon Weaver Jonathan Weaver

Podcast: Insights from the CollabTalk Podcast

13:15 - 14:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Algo and Teams, Integrating Into Your Overhead Paging System

14:15 - 15:15 | Big Thompson | Track: Integration | Level: 300: Advanced Material

With Algo IP Paging equipment now able to connect to the Microsoft SIP Gateway, Overhead paging in Team is no longer a technical issue. No more SBC needed just to integrate with Teams. Join the "Scotts" (Scott Rendell and Scott Farrell) for a live demo of how you can integrate your Overhead paging system into Teams using ALGO IP paging equipment.

Speakers

Scott Rendell Scott Farrell

Increase your Brand Awareness with Teams Premium

14:15 - 15:15 | Platte River | Track: Business | Level: 200: Intermediate Material

During this session we will go to all different features Microsoft Teams Premium offers to increase your brand awareness during Teams Meetings. That will help to get in touch with your audience event if the meeting do not start yet. Backgrounds, colors, logo and more to check out during this session.

Speakers

Rodolfo Castro



Microsoft Zone: Microsoft AMA - Teams Phone SME's Unmuted

14:15 - 15:15 | Microsoft Zone | Level: 100: Introductory and Overview Material | Track: Voice

Join this panel of experts for a casual Q&A to demystify hot topics for Teams Phone including: Call Queues/Auto Attendants, Teams devices, Shared Calling, Call Quality Dashboard, and more! Microsoft People in the Zone: Daryl Hunter Jonathan Zenir Mary Beth Kirk Miguel Corteguera

Podcast: Live with Luke Kannel from Neat at Comms vNext

14:15 - 15:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Speakers

Tom Arbuthnot

Protect Your Microsoft Teams Environment Against the Latest Threats

14:15 - 15:15 | Clear Creek | Track: Administration | Level: 200: Intermediate Material

With the explosion of Microsoft Teams users worldwide, the Microsoft 365 and Teams platforms have become prime targets for threat actors looking to steal data, phish end users, and infiltrate company systems for financial gain. This session will explore how to use existing policies and settings to protect against phishing and malware threats, prevent...

Speakers

Sean Flahie

Snack

15:00 - 16:00 | Pre-Function Area | Track: Meal

"Hands In" Cookie Jar Oatmeal Raisin Cookie Chocolate Chip Cookie Peanut Butter Cookie Sugar Cookie Ice-Cold Milk, Low-Fat Milk & Soy Milk



Microsoft Zone: Unleash Your Creativity with Copilot!

15:15 - 16:00 | Microsoft Zone | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

Join me and I'll show you how Copilot can inspire your creativity and help spark new ideas. This session is going to be all about Copilot fun! Microsoft People in the Zone: Jody Ryan

Podcast: Efficient and Effective Partnerships

15:15 - 16:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

This discussion will focus on exploring the complexities and challenges associated with establishing successful Microsoft partnerships. We will explore why partnering the right way is difficult and what common pitfalls are often encountered in the process. We'll also delve into the impact of organizational frameworks and cultural philosophies...

Digital Wellbeing: The Key to Working Smarter Not Harder in Microsoft 365 Powered by Copilot & Viva

15:30 - 16:30 | Clear Creek | Track: Productivity | Level: 200: Intermediate Material

MVP and Digital Wellbeing Coach, Ståle Hansen has created 4 modules for working smart in Microsoft 365. All modules integrates with Copilot as they use built-in and native functionality. The four modules are- Capture with Planner and Loop- Process and focus with Viva Insights- The Teams culture you are looking for- Master your notifications t...

Speakers

Ståle Hansen

Empowering Diversity: The Influence of Women in Technology

15:30 - 16:30 | Big Thompson | Track: Business | Level: 100: Introductory and Overview Material

An interactive and inspiring speaker panel focusing on the unique perspectives and contributions of women in the tech industry. Renowned panelists, ranging from trailblazing founders to innovative software engineers, will explore their distinctive journeys, challenges faced, solutions discovered, and the influence they wield in shaping the fu...

Speakers

Sharon Weaver

Joy Apple

Karuana Gatimu

Traci Herr

Laurie Pottmeyer



The Best Preparation for AI and Copilot is a Modernized Information Governance Strategy. Here's How To Prepare.

15:30 - 16:30 | Platte River | Level: 300: Advanced Material | Track: Artificial Intelligence

In the face of AI-driven digital transformation and an unprecedented surge in data creation and storage, the urgency for robust Information Governance is escalating. This session will dissect the intricate challenges and opportunities that this data-intensive landscape presents. The data deluge is a double-edged sword. While it propels AI advance...

Speakers

Kristi Robison, IGP

Attendee Party

16:30 - 18:30 | Exhibit Hall | Track: Social Event

Pack your favorite Hawaiian shirt and join your friends at the luau-themed Attendee Party for some delicious food/beverages and fun vibes.

Breakfast

07:00 - 08:00 | Ballroom C | Track: Meal

Daily Selection of Sliced Fruits & Berries Fresh Muffins of the Day Mini Danish Variety Butter Croissants Scone Variety Chef's Selection of Preserves and Butter Steel Cut Irish Oatmeal with Berries, Dried Fruits, Local Honey Individual Yogurts Cottage Cheese House Granola Brioche French Toast Wild Berry Compote, Warm Vermont Maple...

Exhibit Hall Open

08:00 - 13:00 | Exhibit Hall

Podcast: Women of M365

08:15 - 09:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Speakers

Laurie Pottmeyer

Sharon Weaver

Joy Apple

Karuana Gatimu

Traci Herr

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

08:30 - 09:30 | Clear Creek | Level: 100: Introductory and Overview Material | Track: Administration

In this session we will demonstrate various ways customers can start using AI power "digital labor" now. We will also demonstrate creating a customer voice assistant in Microsoft Teams using in less that 15 minutes. The designer process is no code/low code and shows how you can create self-service customer assistance flows very quickly using Landis...

Speakers

Matt Landis

Clayton Martin



How to manage your Teams meeting rooms the best way - and save a lot of time...

08:30 - 09:30 | Big Thompson | Track: Administration | Level: 200: Intermediate Material

Effectively managing your Teams meeting rooms can save valuable time and boost productivity and end up with a higher SLA on your meeting rooms. In this session I will help you understand when it makes sense to use the build in management platforms from Microsoft and when it makes sense to use the management tool from the manufacturers. I will show...

Speakers

Carsten Meilbak

Who Can It Be Now?: Using Speaker Attribution and Intelligent Speakers for Meeting Clarity and Inclusivity

08:30 - 09:30 | Platte River | Track: Voice | Level: 200: Intermediate Material

The communication resources we have available can become confusing very quickly, but technology is evolving to ensure that language and hearing challenges no longer provide a barrier to access. In this interactive session, learn how and when to use Live Transcript with Speaker Attribution, Intelligent Speakers for Teams Rooms, and how to ...

Speakers

Dan Rey

Antares Leask

Podcast: Landis Technologies

09:15 - 10:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Speakers

Matt Landis

Clayton Martin

Evolving the Meeting Experience in the Era of AI

09:45 - 10:45 | Clear Creek | Track: Artificial Intelligence | Level: 200: Intermediate Material

Join Karuana Gatimu, Principal Manager of the Microsoft 365 Customer Advocacy Group, as she reviews innovations across Microsoft Teams stemming from the company's investment in AI experiences including Copilot for Microsoft 365 and the feature roadmap for Microsoft Teams. Understand the technical requirements, policies and user enablement pra...

Speakers

Karuana Gatimu



HP/Poly | Wizardry or AI? The Technology Behind Putting Your “Best Face Forward”

09:45 - 10:45 | Platte River | Level: 100: Introductory and Overview Material | Track: Administration

In this session you will see how HP/Poly raises the bar in delivering on the best meeting experiences on the Microsoft Teams platform. We will deep-dive into the technology behind all of our latest product announcements, defining exactly why HP and Poly are better together. Please join us to gain perspective on the art of the possible a...

Speakers

Joe Dalecki

What's new with AI in Teams

09:45 - 10:45 | Big Thompson | Track: Artificial Intelligence | Level: 100: Introductory and Overview Material

Explore the comprehensive world of AI in Microsoft Teams during this session. Uncover how intelligent features enhance collaboration, streamline tasks, and elevate productivity within the Teams platform. From smart scheduling to real-time language translation, discover the diverse AI capabilities designed to transform your team's communication and ...

Speakers

Chris Hinch

Scott Rendell (CSA)

Podcast: Nuwave - Why simplify your UC Management?

10:15 - 10:30 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Microsoft Zone: Prompt Power Hour

11:00 - 12:00 | Microsoft Zone | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

Join Microsoft field teams for an informal hour of live Copilot tips & tricks to build customer demos or swing by to show us your favorite prompts! Microsoft People in the Zone: Nate Loback - TS Mike Rinner - CSM Allen Wat - TS Scott Francis Terry Lyons Jody Ryan



Teams Location: A Deep Dive into the Benefits and Challenges of Location Services

11:00 - 12:00 | Clear Creek | Track: Voice | Level: 300: Advanced Material

Location services are essential for many calling features in Teams, such as quality management, emergency calling, and location sharing. However, Teams uses location data from various sources, such as device permissions, user input, and network information. This can create complexity and confusion for admins who need to configure and manage these s...

Speakers

Ben Lee

Unique Devices to Enhance your Teams Experience

11:00 - 12:00 | Platte River | Track: Productivity | Level: 200: Intermediate Material

Join us for a suprising look at several tools and devices that increase capabilities with Teams and other collab solutions. Learn how to increase productivity, become more visible and inclusive in remote meetings, find unique ways to automate and make repetitive tasks easy, and ways to have fun. These are devices that can enhance your T...

Speakers

Matt Slaga

What's New in Microsoft Teams Rooms

11:00 - 12:00 | Big Thompson | Level: 300: Advanced Material | Track: Room Systems

Join Michael Tressler and Jimmy Vaughan as they get you up to speed on the new hotness in Teams Rooms, from Intelliframe to Autopilot and One Time Passwords. And whatever else gets released between when we submit this synopsis and Comms vNext happens!

Speakers

Michael Tressler Jimmy Vaughan

Podcast: Automation and Resilience with Ribbon Analytics

11:15 - 11:29 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

The Partner IQ team along with Ribbon tackle everyday business problems within the voice infrastructure. In this discussion, Justin Stevens Co-Founder and Managing Partner of The Partner IQ and Yulia Papadelis, Director of Strategic Alliances with Ribbon will address how integrated advanced analytics from Ribbon can help to simplify the comple...



Podcast: Teams Day 2 Success

11:45 - 12:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Speakers

Scott Rendell

Lunch

12:00 - 13:00 | Ballroom C | Track: Meal

Sour Cream, Chive & Herb Golden Potato Salad Grilled Watermelon & Baby Spinach Salad with Pickled Red Onion, Chili-Jack Goat Cheese, Citrus Vinaigrette From Our Smoker 14-Hour Texas-Style Beef Brisket Barbecue Spiced Bone-In Chicken Tender Pulled Pork Butt Aged White Cheddar-Green Chili Mac & Cheese, Cornbread Crunch Roast...

Can Microsoft Teams Phone Do That?

13:00 - 14:00 | Big Thompson | Level: 100: Introductory and Overview Material | Track: Administration

Join us as we host a panel of experts to address YOUR questions and challenges. Whether your company is considering migrating from an existing on-prem or hosted phone system to Microsoft Teams Phone, or you're navigating the waters post-transition, this session is tailored for you. We welcome and encourage audience partici...

Speakers

Rick Garcia

Brandon Bradley

Microsoft Loop, Teams, Copilot and the Future of Collaboration

13:00 - 14:00 | Platte River | Track: Artificial Intelligence | Level: 100: Introductory and Overview Material

Come and get Loopy with us :) In this session the Microsoft Loop product team will explore worldwide trends in work and collaboration, and why we built Microsoft Loop. There is a need to bring everyone together even when they are separated by location, time-zone, or workstyle preferences. A tool that keeps everything teams need to complete t...

Speakers

Michael Aldridge

Jake Cohen



Teams Call Quality - Monitoring, Reporting, and Troubleshooting

13:00 - 14:00 | Clear Creek | Track: Voice | Level: 300: Advanced Material

Teams audio and video quality is great, unless it's not. Then it's a problem. Maybe it's your problem. If it is, then this session is for you! Teams is flush with tools and features to help you proactively and reactively address audio and video quality issues. Is your boss telling you that someone in the board meeting is having terrible audi...

Speakers

Torren Manson

Microsoft Zone: Prompt Engineering and Microsoft Designer

13:15 - 14:00 | Microsoft Zone | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

Join me and I'll show you the creative side to Prompt Engineering! The demo will be in Microsoft Image Creator, part of Microsoft Designer. This session is going to be all about Copilot and prompt engineering fun! Microsoft People in the Zone: Jody Ryan

Podcast: Michael Tressler's Magical Mystery Hour

13:15 - 14:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Speakers

Michael Tressler

Jimmy Vaughan

Traci Herr

Podcast: What's New with TeamsUG

14:15 - 15:00 | Podcast booth | Level: 100: Introductory and Overview Material | Track: Podcast

Speakers

Scott Rendell

Eric Marsi



Programmatic Management of Microsoft Teams

14:15 - 15:15 | Big Thompson | Level: 400: Expert Material | Track: 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 Meeting Collaboration using Microsoft Whiteboard Templates

14:15 - 15:15 | Platte River | Track: Productivity | Level: 100: Introductory and Overview Material

Now that you've added a Microsoft Whiteboard to your Teams meeting, let's explore all of the cool features and functions available to your team. Microsoft has added many templates and functions designed to make your remote collaboration even better than your in-person collaboration was before the pandemic.

Speakers

Jonathan Weaver

Snack

15:00 - 16:00 | Ballroom C | Track: Meal

Salty & Sweet Crisp Tortilla Chips, Sea Salt Potato Chips Chili Con Queso, Guacamole & Fire-Roasted Salsa, Onion Dip Warm Churro Bites & Chocolate-Dipped Pretzel Rods

Call Recording for Microsoft Teams for Compliance, Security and Performance

15:30 - 16:30 | Platte River | Level: 100: Introductory and Overview Material | Track: Voice

This session takes a deep dive into the world of call recording in Teams. Run by William Emm, CEO of Oak Innovation, we'll look at the key reasons for investment and what to look for when choosing a call recording solution. Topics include: The 4 types of recording for Teams The 4 reasons that organizatio...

Speakers

William Emm

James Emm



Microsoft Zone: Microsoft Loop + Copilot

15:30 - 16:30 | Microsoft Zone | Level: 100: Introductory and Overview Material | Track: Artificial Intelligence

Get loopy with us! Learn how Loop makes your meetings, work management and brainstorming more productive with Teams. Interested to join our Loop TAP program? Lets talk! Microsoft People in the Zone: Michael Aldridge, Principal PM Jake Cohen, Principal PM

Preparing for Copilot: Where Do We Start?

15:30 - 16:30 | Big Thompson | Track: Artificial Intelligence | Level: 100: Introductory and Overview Material

Join us for a captivating session where we'll explore the technical requirements to deploy Copilot for M365. This tool, integrated with Microsoft Graph and Microsoft 365 Apps, offers a personalized and intelligent workspace that boosts productivity and fosters creativity. We'll not only guide you through the prerequisites for deployment...

Speakers

Tiffany Songvilay

What's Next in Microsoft Teams Phone

15:30 - 16:30 | Clear Creek | Track: Voice | Level: 200: Intermediate Material

Join Ashish Gupta and Vinay Jagannatha Rao to hear the latest updates about the Microsoft Teams Phone roadmap. In this overview, we'll cover what we're currently working on for Teams Phone Desktop and Devices.

Speakers

Ashish Gupta

Vinay Jagannatha Rao