

Amtelco University
Sheraton Ontario Airport Hotel
Ontario, California



Tuesday, August 30

Beginning at 6:00 a.m.	Breakfast For Purchase..... The Orchid Restaurant Bar & Grill
8:00 a.m. - 8:30 a.m.	Registration Foyer
8:30 a.m. - 9:00 a.m.	Welcome and Introductions Blossom Room
9:00 a.m. - 9:45 a.m.	SESSION 1: The ABC's of TAS Review of New Acronyms and Industry Used Terminology Blossom Room
9:45 a.m. - 10:30 a.m.	SESSION 2: Where do Your Servers Live? On Premise, Co-Lo, Hybrid, Cloud Option Comparison Blossom Room
10:30 a.m. - 10:45 a.m.	BREAK Blossom Room
10:45 a.m. - 12:00 p.m.	SESSION 3: Remote Operators-Setup & Supervision Advantages of Cloud Deployment and Browser Based Applications Blossom Room
12:00 p.m. - 1:00 p.m.	LUNCH (Provided)
1:00 p.m. - 2:00 p.m.	SESSION 4: Next Level Call Center Capabilities High Availability, Speech Analytics, Cloud Storage and more! Blossom Room
2:00 p.m. - 3:00 p.m.	SESSION 5: Stability, Service and Security Considerations Leaning on Experienced Partners to Navigate What Comes Next Blossom Room

