



AGENDA - PCC Dublin Schedule-10Apr.xlsx

Monday 15th April				Tuesday 16th April				Wednesday 17th April							
Redwood Suite A+B				Redwood Suite A		Redwood Suite B		Fahrenheit		Redwood Suite A		Redwood Suite B		Fahrenheit	
08:45				Business Tools & Processes		Solution Design & Engineering		Solutions Support		Business Tools & Processes		Solution Design & Engineering		Solutions Support	
09:15				Simplified Offer Experience (Part 1) Mike Shivan		Oceana Positioning & Roadmap (Analytics) Shane O'Neil		Officelinx Best Practice Deployment and Support Cyril Dowling		Voice of the Partner / Distributor Activity Frank Felis		Design Session ATAC : Aura 8 and Design Best Practice Abhishek Rasal		Customizing Oceana Workspaces Widgets (applicable to Elite, Oceana & AACC/ACCS) Peter Flannery	
09:15-09:30				10:00		Coffee 10:00 -> 10:30		10:00		Coffee 10:00->10:15					
09:30				Simplified Offer Experience (Part 2) Mike Shivan		AAWFO, plus 'broader' Verint Strategic Alliance relationship Declan Folan		Avaya Call Reporting - Best Practice Deployment and Integration. Nate Thatcher/Cody Winget		Customer Operations Update Joe Roche		Design Session ATAC: Oceana 3.6 and Design Best Practice Abhishek Rasal		Technical considerations and pitfalls of call capturing on the Avaya SBCE James Dewitt	
10:15				10:30				11:30		Coffee 11:15 -> 11:30					
10:15-10:30				11:30		Swap Over Period		11:45		Sales Enablement Update UC/CC/Cloud Offers Paul Tucker / Kirsty Halloran / Padraig Guckian		Equinox conferencing (with a focus on integration to Skype for Business) Rob Carmichael		Equinox Attendant - Best Practice Deployment and Integration. Barry O'Connor	
10:30				12:45		Lunch 12:45 -> 13:45		12:45		Wrap Up Session		Wrap Up Session		Wrap Up Session	
11:00				13:45		Avaya Channel Store with New Billing Solution Mike Shivan, Joe Roche		14:45		PCC Closed Session 12:45 -> 13:15 Redwood Suite A+B					
11:00-11:15				14:45		Coffee Break 14:45->15:15		15:15		Lunch 13:15 -> 14:15					
11:15				15:15		Renewals Simplification Mike Shivan		16:15							
12:00				16:15		Swap Over Period		16:30							
12:00				16:30		Promotions & Loyalty Together (L2G) Kevin Harlow, Ieteke Klammer & Leen Cluyts		17:30							
12:30				17:30		Steering Committee Meeting		17:45							
12:30 - 12:45				19:00		EVENING MEAL AT CLONTARF CASTLE		19:15							
						DEPARTURE 19:00									

AVAYA

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PCC

PARTNER COMMUNITY COUNCIL

Key Areas of Interest

Sales/ Pre-Sales / Product Management

Business Development / Order Process / Commercial

Engineering / Solution Designer / Professional Services

Technical Services

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- Engineering / Solution Designer / Professional Services
- Technical Services