

"Meet the Architects" Sessions

While you're at Networkers, take advantage of an opportunity to have one-on-one, private meetings with some of Cisco's most experienced technical experts to plan for new projects, solve high-level issues, explore new ideas, and more. Technical experts will be on site and available to meet with you for **60 minutes** in "Meet the Architects" sessions. The following topics are available:

- **Business Needs/Requirements Analysis**
- **Contact Center Scripting/Call Flows**
- **Contact Center Reporting**
- **System Administration & Maintenance** (database management, event/alarm monitoring, backups, network reliability)
- **Upgrade/Migration Planning**
- **Systems Integration**
- **CTI Solutions**
- **Multi-channel (Web and email) Solutions**

Meeting times are limited and restricted to the specified topics listed above. Meetings will be held Tuesday through Thursday from 10am-noon, and 2-6pm. We request that you limit participation in these sessions to no more than 3-4 people from each company per meeting time.

To **reserve a "Meet the Architects" Session**, please send an email to Jeanne Quinn (jeanneq@cisco.com) **PRIOR TO FRIDAY, JUNE 27** - and provide the following **required** information:

- Company name
- Your name/job title/email/cell phone (so we can reach you on site if necessary)
- # of others from your company attending this meeting (and their names/job titles) - no more than 4 total
- Topic that you would like to discuss (see list above)
- More detail on exactly what, within that topic, you would like to cover/discuss
- Information on the Cisco Customer Contact solutions you are currently using
- 1st choice of day/time you would like the meeting
- 2nd choice of day/time you would like the meeting (if 1st choice is unavailable)

Again, possible meeting times are:

Tuesday, 7/8 - 10am, 11am, 2pm, 3pm, 4pm, 5pm

Wednesday, 7/9 - 10am, 11am, 2pm, 3pm, 4pm, 5pm

Thursday, 7/10 - 10am, 11am, 2pm, 3pm, 4pm, 5pm

Once you have submitted your request via email, we will assign an available technical expert with the appropriate knowledge base and skill set for your topic, and will reserve your meeting.

We will then reply back to you prior to July 3 with an **email confirmation of the meeting, time, location and on-site contact information.**

***** SCHEDULING "MEET THE ARCHITECTS" MEETINGS ON-SITE IN LOS ANGELES WILL **NOT** BE AVAILABLE - so please be sure to **email your meeting request prior to June 27** *****

Design Clinic

if you prefer to not set up a formal meeting, you will also have the ability to work with technical experts in an informal setting at the Design Clinic - where there will be a whiteboard area dedicated to Contact Center Solutions. Bring your issues to the Design Clinic and get practical solutions and design recommendations. No appointment is necessary; simply drop by the Design Clinic.

Design Clinic hours are:

Monday - 11:00am - 8:00pm

Tuesday - 11:00am - 8:00pm

Wednesday - 11:00am - 7:00pm

Thursday - 11:00am - 6:00pm

We hope that you find these opportunities valuable and we look forward to seeing you in Los Angeles!!