

FINAL SCHEDULE - NETWORKERS LOS ANGELES, JULY 6-10, 2003

Session offered 1x [Session offered 2x](#)

ROOM #506

ROOM #507

ROOM #403A

VVT Sessions

Sunday, July 6		ROOM #506		ROOM #507		ROOM #403A		VVT Sessions	
4-8pm	Registration								
7-8:30pm	Welcome Reception for Contact Center customers - Pico Drive/Hall K Foyer and Outdoor area								
Monday, July 7		ROOM #506		ROOM #507		ROOM #403A		VVT Sessions	
6:30am-8pm	Registration								
7-8am	Continental Breakfast								
8:00-10:30am	Intro/Welcome/Overview - Barry O'Sullivan, John Hernandez - ROOM #153								
10:30-11:00am	User Group Business - Adam Stonim, EDS - Customer Contact User Group President - ROOM #153								
10am-8pm	Design Clinics								
11am-12pm	CON-1000 - What's New in Cisco ICM Enterprise Version 5.0 and Cisco IPCC Enterprise Version 5.0 - Mike Milligan	CON-1041 - What's New in Cisco IPCC Hosted Edition - Dan Goodwin							
12-1pm	Lunch - "Topic Tables" for Contact Center								
1-2pm	CON-1010 - What's New in Cisco IPCC Express - Terry McKeon	CON-2000 - The Future of Cisco ICM Enterprise and Cisco IPCC Enterprise - Feedback Session - Mike Kulik		CON-2040 - Cisco IP Interactive Voice Response (IVR) Solutions for Service Providers - Adam Mermel, Ron Minto					
2-3pm	CON-2021 - Overview of Outbound Agent Functionality for Contact Centers - Balaji Sundara	CON-1032 - Cisco IP Contact Center Version 5.0 at Foxtons: A Case Study - Tim O'Leary, Foxtons							
3-4pm	CON-2010 - The Future of Cisco IPCC Express - Feedback Session - Steve McElderry	CON-1030 - Contact Center Planning - Effective Creation of Business Rules - Jon Dyer, Angie Miller		CON-1031 - Maximizing Your Enterprise with India-based Outsourced Contact Centers - Jayesh Chitania					
4-5pm	CON-1020 - Introduction to Cisco Computer Telephony Integration (CTI) Solutions - Mark Muir			CON-1034 - Cisco IPCC Enterprise: A Contact Center Administrator's Dream? A Case Study by vCustomer - Sanjay Kumar & Jeff Wasierski, vCustomer					
5-8pm	Welcome Reception/World of Solutions								
Tuesday, July 8		ROOM #506		ROOM #507		ROOM #403A		VVT Sessions	
7-8am	Registration								
7-8:30am	Continental Breakfast								
8:30-9:30	General Session Keynote - John Chambers, Cisco Systems								
10-12noon	CON-2020 - Cisco Agent Desktop Technical Session - Jon Silverman, Pat Mackey	CON-2001 - Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise - Mike Kulik, Chris Klardie		CON-2003 - Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise - Angie Miller, Charles Needelman					
10am-8pm	Design Clinics								
10-12noon	"Meet the Architects" Meetings								
12:15-1:30	Lunch - "Topic Tables" for Contact Center								
1:30-3:30	CON-2022 - Multichannel Functionality for Contact Centers with Cisco ICM Enterprise Version 5.0 and Cisco IPCC Enterprise Version 5.0 - Mike Milligan, Rick Darah	CON-2004 - TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 1 - Walter Kenrich, Dave Reich		CON-4002 - Advanced Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise - Serge Mahserdjan		VVT-2014 - Centralized and Distributed Deployment Models for IP Contact Centers - Chris Klardie			
2-6pm	"Meet the Architects" Meetings								
4-6pm	CON-4003 - Database Concepts for Cisco ICM Enterprise and Cisco IPCC Enterprise - Norm MacVicar	CON-4004 - TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 2 - Walter Kenrich, Dave Reich		CON-4011 - Contact Center Scripting with Cisco IPCC Express - Clarence Choi, Richard Wu		VVT-2015 - Designing IP Contact Centers: Resources, Servers, and Bandwidth Provisioning - Mohammed Darwish			
5-8pm	Networking After Hours/World of Solutions reception								
7-9pm	CON-4010 - Maximizing Your Cisco IPCC Express Deployment - Richard Wu, Brien Williams	CON-4000 - Advanced Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise - Chris Klardie, Rick Darah		CON-2002 - Contact Center Reporting with Cisco ICM Enterprise and Cisco IPCC Enterprise - Anne Garrison, Paige Delk					
Wednesday, July 9		ROOM #506		ROOM #507		ROOM #403A		VVT Sessions	
7am-7pm	Registration								
7-8:30am	Continental Breakfast								
8:30-9:30	General Session Keynote - Fred Baker, Cisco Fellow, Cisco Systems								
10am-12noon	CON-1040 - Offering Managed Services with Cisco IPCC Hosted and Cisco ICM Hosted Solutions - Dan Goodwin, Willem Nijenhuis	CON-4010 - Maximizing Your Cisco IPCC Express Deployment - Richard Wu, Brien Williams		CON-4001 - Advanced Contact Center Reporting with Cisco ICM Enterprise and Cisco IPCC Enterprise - Anne Garrison, Paige Delk		VVT-2014 - Centralized and Distributed Deployment Models for IP Contact Centers - Chris Klardie			
10am-6pm	Design Clinics								
10am-12noon	"Meet the Architects" Meetings								
12:15-1:30	Lunch - "Topic Tables" for Contact Center								
1:30-3:30	CON-2005 - Upgrade Planning for Cisco ICM Enterprise and Cisco IPCC Enterprise - Peter Galvin, Alan Gordon	CON-4003 - Database Concepts for Cisco ICM Enterprise and Cisco IPCC Enterprise - Norm MacVicar		CON-4011 - Contact Center Scripting with Cisco IPCC Express - Clarence Choi, Richard Wu					
2-6pm	"Meet the Architects" Meetings								
4-6pm	CON-2050 - Cisco IP Interactive Voice Response (IVR) Solutions - Adam Mermel, Ron Minto	CON-4020 - Advanced Cisco Computer Telephony Integration (CTI) Solutions - Loyd Vest, Jay Ward		CON-2003 - Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise - Angie Miller, Charlie Needelman		VVT-2015 - Designing IP Contact Centers: Resources, Servers, and Bandwidth Provisioning - Mohammed Darwish			
5-7pm	Tech Night/World of Solutions								
7-9pm	CON-2001 - Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise - Mike Kulik, Chris Klardie	CON-2022 - Multichannel Functionality for Contact Centers with Cisco ICM Enterprise Version 5.0 and Cisco IPCC Enterprise Version 5.0 - Mike Milligan, Rick Darah		CON-4002 - Advanced Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise - Serge Mahserdjan					
7:15-10pm	Birds of a Feather sessions								
Thursday, July 10		ROOM #506		ROOM #507		ROOM #403A		VVT Sessions	
8am-6pm	Registration								
8-9am	Continental Breakfast								
8:30-9:30	General Session Keynote: Dean Kamen, President of DEKA Research & Development Corp, and Chairman of Segway LLC								
10am-12noon	CON-2041 - Hosting Cisco ICM Services in the Network - David Gooding, Cable & Wireless	CON-2050 - Cisco IP Interactive Voice Response (IVR) Solutions - Adam Mermel, Ron Minto		CON-2002 - Contact Center Reporting with Cisco ICM Enterprise and Cisco IPCC Enterprise - Anne Garrison, Paige Delk					
10am-12noon	"Meet the Architects" Meetings								
12:30-6pm	Design Clinics								
12:30-1:30	Lunch - "Topic Tables" for Contact Center								
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7:30pm-12:30am	Customer Appreciation Event at Disney's California Adventure								