

Contact Center Sessions Week at a Glance

Monday	Tuesday	Wednesday	Thursday
<p>8:00-9:30 (90) BRKCCT-1011 Cisco Unified Contact Center Express Update and Roadmap <i>(G.Variyath)</i></p> <p>9:30-10:30 (60) PSOCCT-1008 Omnichannel Customer Care - Preparing for the Mobile Customer <i>(K.McPartlan,K.Gouda)</i></p> <p>10:00-11:30 (90) BRKCCT-1051 Cisco Unified Contact Center Enterprise and CVP Overview and Roadmap <i>(J.Lundy/S.Vashist)</i></p> <p>11:00-11:30 (30) DEVNET-1130 Cisco Finesse API's <i>(T.Phipps)</i></p> <p>12:00-1:00 Table Topics UCCX <i>(G.Variyath)</i> Finesse<i>(T.Phipps)</i> Color Coding UCCE UCCX MediaSense Omnichannel</p>	<p>8:00-9:30 (90) BRKCCT-1041 CCE Security Best Practice Guide Overview <i>(C.Gonzales)</i></p> <p>11:30-12:30 Table Topic Reporting and Analytics <i>(C.Logue/G.Variyath)</i></p> <p>1:00-2:00 (60) CCSCOL-1400 Case Study: Providing a Total Customer Experience <i>(C.Botting, M.Voornhout)</i></p> <p>1:00-2:30 (90) BRKCCT-1006 Omnichannel Contact Center Solutions Overview <i>(W.E.Nijenhuis)</i></p> <p>1:00-3:00 (2 hr) BRKCCT-3005 Solution Troubleshooting for Unified Contact Center Enterprise <i>(C.Palau)</i></p> <p>3:30-5:00 (90) BRKCCT-1031 Cisco Finesse - The Next Generation Agent Collaboration Experience <i>(T.Phipps)</i></p> <p>4:00-5:00 (60) CCSCCT-1405 Case Study: American Century Investments <i>(N.Westvold)</i></p>	<p>8:00-10:00 (2hr) BRKCCT-2007 Cisco Unified Contact Center Enterprise Planning and Design <i>(M.Berenjian,M.Eady)</i></p> <p>8:00-10:00 (2hr) BRKCCT-2019 Cisco Unified Contact Center Express Planning and Design and Support <i>(G.Burton,M.Turnbow)</i></p> <p>8:00-10:00 (2hr) BRKUCC-2270 Network Media Recording and Streaming with Cisco MediaSense <i>(C.Ward)</i></p> <p>11:30-12:30 Table Topic UCCE(PCCE,HCS) & CVP <i>(J.Lundy, C.Logue)</i></p> <p>1:00-3:00 (2hr) BRKCCT-2050 Building recording and monitoring applications with the MediaSense API <i>(K.Rehor)</i></p> <p>1:00-3:00 (2hr) BRKCCT-2056 Contact Center Reporting & Analytics: Unified Intelligence Center <i>(V.Gururaj,C.Logue)</i></p> <p>3:00-5:00 (2hr) BRKCCT-2027 UCCE Solution Service Creation (including CCE and CVP Scripting) <i>(S.Vashist,,B.Cole)</i></p>	<p>8:00-9:30 (90) BRKCCT-1002 Hosted Collaboration Service Contact Center Update <i>(A.Mermel,M.Varghese)</i></p> <p>10:00-12:00 (2hr) BRKCCT-2080 Deliver omnichannel Customer Experience with Remote Expert Mobile <i>(R.Gupta,Y.Fedotov)</i></p> <p>10:00-11:30 (90) BRKCCT-1005 Context Service: the new cloud-based omnichannel solution for Contact Center Enterprise and Express <i>(V.Chhabra)</i></p> <p>1:00-2:30 (90) BRKCCT-1009 Cisco Customer Collaboration Architectural Vision and Cloud Evolution <i>(M.Lepore,T.Famous)</i></p>