

	Thursday 13 October 2022	
11:30-12:00	UC-SIG Exec meeting (Finger Lunch, Expo Stands and networking)	Sponsor: PlusOneX
	Keynote Presentation	
12:00-12:45	How the new UC landscape are growing	Vox
12:45-13:15	Teams Call Centre Solution ContactCenter4All	PlusOneX & NWU
13:15-14:00	Facilitated Community Discussion: FORMS feedback, How the community can save money, Feedback/News from community 2021/2022, How SIG adds value	UC-SIG Exec
14:00-14:45	The new devices landscape from call centres to hybrid work	Headset Solutions
15:45-15:15	Coffee break, Expo stands and networking	Sponsor: Headset Solutions Confectionery: TBC
15:15-15:45	Teams/Phone system in Higher Education and what's new	Microsoft
15:45-16:15	How CPUT drove down costs for voice services(CPUT with JOLT)	Sonwabile (CPUT)
16:15-16:20	5min Leg stretch	
16:20-16:50	Enhanced Customer Engagement using A365 Contact Centre for MS Teams and WhatsApp for Business.	Galdon Data / First Technology
16:50 -17:20	Teams and Operator Connect	Dimension Data
16:20-17:35	Wrap-up the day, next points of discussion	UC-SIG
18:30	Dinner and networking	Sponsor: VOX

	Friday 14 October 2022	
08:00-08:30	Coffee , Expo stands and networking	
	Keynote Presentation	
08:30-09:15	The Future of Communication	*
09:15-09:45	Ever-changing unified communication landscape for Higher education and universities (University use-cases)	Gijima
09:45-10:10	Discussion and Poll: Procurement and contract management: What is the community needs. How can HEITSA/SIG support the community (members only)	HEITSA & UC-SIG
10:10-10:30	Coffee break and expo stands	Sponsor: Headset Solutions Confectionery: Galdon Data
10:30 - 10:55	Integrated Billing and provisioning UFS and NWU with (PhoneX TMS)	UFS/NWU/PhoneX
10:55-11:20	UWC Communications - UC Past / Present / Future	UWC
11:20 - 11:25	5min leg stretch	~
11:25 - 11:55	<i>Open Communications Teams Voice Plus</i> (University use-cases)	Open Communications
12:00 - 12:15	Point of Discussion: issues, workgroups, interests for next SIG, opportunities, next venue (UC members only)	UC-SIG
12:15 - 12:30	Lunch on the go and networking	Sponsor: Open Communications