

## Agenda HEITSA UC SIG @WITS (Day1)

**Thursday 11 April**



Plenary session	
08:15-08:45 Registration and coffee	AV/Voice
08:45-09:15 (30min) The future of communication, from office to classroom	Infotech
09:20-10:05 (45min) How the workplace is changing: Voice and Pro AV trends	Poly /Headset Solutions

Breakout Track UC	Presenter Voice	Breakout Track AV	Presenter AV
10:10-10:55 (45min) Contact Centre Journey on Microsoft Dynamics Contact Centre	<b>Microsoft (Vox)</b>	10:10-10:55 (45min) Sustainability and Reliability in Pro-AV for South African Higher Education	<b>VOX</b>
<b>10:55-11:15 (20min) Hydration break with coffee (Hands-on with equipment and labs and vendors)</b>	Networking	<b>10:55-11:15 (20min) Hydration break with coffee (Hands-on with equipment and labs and vendors)</b>	Networking
11:15-12:00 (45min) Enhancing your voice landscape with Microsoft CoPilot and Teams, gaining insights and improving productivity	<b>VOX</b>	11:15-12:00 (45min) An ecosystem, meeting the needs core to classroom technology.	<b>Crestron</b>
<b>12:00-12:50 (50min) Lunch (Hands-on with equipment and labs and vendors)</b>	Networking stands	<b>12:00-12:50 (50min) Lunch (Hands-on with equipment and labs and vendors)</b>	Networking stands
12:50-13:35 (45min) Contact Centre: Evaluating your options	<b>Galdon Data/FirstTech</b>	12:50-13:35 (45min) AV over IP at Universities	<b>Extron</b>
13:35-14:20(45min) Introductions of vendors and overview 5min each*8	All Stands	13:35-14:20(45min) Introductions of vendors and overview 5min each*8	All Stands
14:25-14:55 (30min) How to design for a reliable voice architecture: High-Availability (HA), Failover and business continuity. Key considerations	HEITSA Community Session	14:20-14:50 (30min) Communicating with the business (EA in Pro AV) / True Cost of cheap without a standard.	HEITSA Community Session (DF as guest)
<b>14:55-15:45 Hydration break with coffee   (Hands-on with equipment and labs and vendors)   Open office and call centre setups voice labs and testing</b>	Networking	<b>14:50-15:40 Hydration break with coffee (Hands-on with equipment and labs and vendors)   (Hands-on with equipment and labs and vendors)</b>	Networking
15:45-16:15 (30min) Changing the way we communicate	<b>Jabra / Headset Solutions</b>	15:45-16:15 (30min) Importance of adaptable audio in the classroom (UCT, Avicom/Shure use case)	<b>AviCom/Shure/UCT</b>
16:20-16:50 (30min) Manage, Monitor & Automate your cloud and on prem landscape centrally (NWU/ Audiocodes)	<b>AudioCodes</b>	16:20-16:50 (30min) Repeatable processes for success (AVT and RU use-case )	<b>AVT/RU</b>
16:55 - 17:25 (30min) Selecting new PABX service: how, process, big picture, gotcha's		16:55 - 17:25 (30min) Collaborative and interactive learning spaces with (UKZN and Maxhub use-case)	<b>Electrosonic /UKZN</b>
<b>18:15 -22:00 Vox Sponsored Networking Event. Spit braai and drinks. (Thursday evening)</b>	<b>EVENING EVENT AT VOX Business Park</b>	<b>18:15 -22:00 Vox Sponsored Networking Event. Spit braai and drinks. (Thursday evening)</b>	<b>EVENING EVENT AT VOX Business Park</b>

# Agenda HEITSA UC SIG @WITS (Day2)

Friday 12 April



UC Track		AV Track	
08:30-09:00 (30min) HEITSA community what makes us strong	HEITSA Community Session	08:30-09:00 (30min) HEITSA community session Classroom of the future	HEITSA Community Session
09:05-09:45 (40min) UC Analytics / Telephone Management: Core insights into UC Efficiency and Customer Service. Covering 5 key client insights	<b>MySolutions</b>	09:05-09:45 (40min) Emerging trends in the classroom, peak into the future	<b>Digital Fabric</b>
09:50-10:20 (30min) Voice device landscape market trends locally and abroad	<b>Gijima</b>	09:50-10:20 (30min) Cost Effective classroom with NWU/AVProEdge	<b>NWU/AVProEdge</b>
10:25-10:55 (30min) Operator connect: Predictive spend/billing and additional insights, TCO and impact on Contact Centres	<b>FirstNet</b>	10:25-10:55 (30min) Fresh approach to classrooms with immersive and interactive experiences	<b>UFH/i-immersive</b>
<b>Hydration break (15min)</b>		<b>Hydration break (15min)</b>	
<b>AV Track Wrap-up and feedback</b>		<b>AV Track Wrap-up and feedback</b>	
11:15-12:00 Wrap-up member feedback (members only no integrators)	per track	11:15-12:00 Wrap-up member feedback (members only no integrators)	per track
<b>Plenary session</b>		<b>Plenary session</b>	
12:00-12:30 Agenda and next venue, event feedback	<b>Combined</b>	Combined event wrap-up	
<b>12:30 networking with Lunchbox on the go, farewell</b>		<b>12:30 networking with Lunchbox on the go, farewell</b>	