GRAND RAPIDS
Techtober 2023 Agenda – MONDAY, October 2nd

Time Period	Description	Classroom
9:00 AM – 9:30 AM	Registration & Welcome	
9:30 AM – 10:30 AM	Educational Session 1	
	• Advanced Contact Center Functionality. Chat bots, SMS, co-browse and video chat! [Talkative]	A
	• MiVoice Call Recording - End of Support: Oaisys Call Recording Replacement - Enterprise Option [Mitel & ASC]	B
	• Cybersecurity Partner Session #1 [GTS]	201
	• MVB for SMB/Prospects and Migration Candidates [Legacy]	H
10:30 AM – 11:00 AM	Networking & Visit with Exhibitors	
11:00 AM – 12:00 PM	Educational Session 2	
	• BSB Elevate: Cloud / Hosted UCaaS with local BSB support [BSB & Intermedia]	201
	• Mitel Vertical Solutions Session – Finance [Mitel]	A
	• Mitel Vertical Solutions Session – Healthcare [Mitel]	B
12:00 PM – 1:00 PM	LUNCH & Mitel's- Commitment to Unified Communications / Road Map [Mitel]	
1:00 PM – 2:00 PM	Educational Session 3	
	• BSB Elevate: AI and other enhancements (for UCaaS clients) [BSB & Intermedia]	H
	• POTS Replacement Options and eFax Solutions [Ooma & Telnet]	B
	• Mitel Revolution: Mass notification use cases that go well beyond E911 [Mitel]	A
	• Tips & Tricks for MiVoice Business System Admins (including demonstration of Mitel's new Admin Portal) [BSB & Mitel]	201
2:00 PM – 2:30 PM	Networking & Visit with Exhibitors	
2:30 PM – 3:30 PM	Educational Session 4	
	• Finance Solution Partner [Mitel]	A
	• Healthcare Solution Partner [Mitel]	B
	• Mitel's CloudLink: your API connection to Mitel Assistant & So Much More [Mitel]	201
	• MiVoice Call Recording - End of Support: Oaisys Call Recording Replacement - SMB / MiVoice Office System Option [Tollring]	H
3:30 PM – 4:00 PM	Networking & Visit with Exhibitors	
4:00 PM – 5:00 PM	Educational Session 5	
	• Advanced Software Assurance & the Power of Mitel Performance Analytics [Mitel & Martello]	A
	• Are you RAY BAUM, Kari's Law, and E911 Compliant? [RedSky]	201
	• Cybersecurity Partner Session #2 [SensCy]	B
	• Ways to Phone-Enable Microsoft Teams [Mitel]	H