

## 2009 Telesoft Connections Conference Agenda

### Tuesday, October 27<sup>th</sup>

Time	Session Type	Topic	Speaker
8:30 – 4:30	Paid-For Training	Telesoft Invoice Management	Telesoft Training Expert
	Paid-For Training	Telesoft Call Accounting	Telesoft Training Expert
5:30 – 7:30	Welcome Reception		

### Wednesday, October 28<sup>th</sup>

Time	Session Type	Topic	Speaker
7:00 – 8:00	Breakfast		
8:00 – 8:15	General Session	Welcome	Thierry Zerbib
8:15 – 8:45	General Session	Company Update	Kevin Donoghue
8:45 – 9:45	General Session	Elevating Your TEM Program	Joe Basili, Network Trends
9:45 – 10:00	Break		
10:00 – 10:45	General Session	Hang 10.0	Jim Jones
10:45 – 11:30	General Session	Implementing Mobility Services	Coca-Cola Enterprises
11:30 – 11:45	General Session	Wrap Up	Kevin Donoghue
11:45 – 1:00	Lunch		
1:00 – 1:45	Breakout Session	Invoice Management Product Breakout	Telesoft Expert
	Breakout Session	Call Accounting Product Breakout	Telesoft Expert
	Breakout Session	Asset Management Product Breakout	Telesoft Expert
	Breakout Session	Selling the Value of TEM within your Organization	Joe Basili, Network Trends
1:45 – 2:00	Break		
2:00 – 2:45	Breakout Session	Invoice Management Product Breakout	Telesoft Expert
	Breakout Session	Call Accounting Product Breakout	Telesoft Expert
	Breakout Session	Asset Management Product Breakout	Telesoft Expert
	Breakout Session	Selling the Value of TEM within your Organization	Joe Basili, Network Trends
2:45 – 3:00	Break		
3:00 – 4:00	General Session	Telesoft Panel	Telesoft Executive Team
4:00 – 4:15	General Session	Wrap Up	Kevin Donoghue
6:30 – 9:00		Special Event	

### Thursday, October 29<sup>th</sup>

Time	Session Type	Topic	Speaker
7:00 – 8:00	Breakfast		
8:00 – 8:15	General Session	Welcome Back	Thierry Zerbib
8:15 – 9:00	General Session	Customer Case Study	TBD
9:00 – 9:30	General Session	Optimizing Vendor Feeds	Central Michigan University
9:30 – 9:45	Break		
9:45 – 10:30	Reporting Track	Learning SQL	Telesoft Expert
	Mobility Track	Mobility Provisioning Portal	Telesoft Expert
	Invoice Management Track	User Interface and Reporting	Telesoft Expert
	Call Accounting Track	User Interface	Telesoft Expert
10:30 – 10:45	Break		
10:45 – 11:30	Reporting Track	Ad-Hoc Reporting	Telesoft Expert
	Mobility Track	Billing and Reporting	Telesoft Expert
	Invoice Management Track	Dispute Management	Telesoft Expert
	Call Accounting Track	Reporting	Telesoft Expert
11:30 – 1:00	Lunch		
9:45 – 10:30	Reporting Track	Queries Authoring	Telesoft Expert
	Mobility Track	Work Order	Telesoft Expert
	Invoice Management Track	Work Order	Telesoft Expert
	Call Accounting Track	Work Order	Telesoft Expert
1:45 – 2:00	Break		
2:00 – 2:30	General Session	Rewards Ceremony & Closing	Kevin Donoghue

\*Agenda subject to change