Schedule of Events

Virtual Conference 2020

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SA HOSTED AND MANAGED SOLUTIONS

Thursday, October 1, 2020 ***All times in ET**

12:00 – 12:15am Opening Remarks & Welcome

President Garrett Bidewell & Convention Chair Brad French

Proud Sponsor: amtelco TELESCAN A DIVISION OF amtelco

12:15 – 2:00pm Keynote: Listen to Sarah McVanel

Recognition in a Virtual World

Proud Sponsor:

EXTEND COMMUNICATIONS INC.

2:00 – 2:30pm Break Sponsored by: amtelco TELESCAN A DIVISION OF amtelco

2:30 – 3:30pm Innovation Panel:

The future of work and technology in the TAS industry

Proud Sponsor:

3:30 – 4:30pm Virtual Networking – A wonderful opportunity to connect with your peers

Virtual Turn Down Proud Sponsor:

Friday, October 2, 2020

12:00 – 12:45pm Listen to Paul Leblanc

Finding Your Why

Proud Sponsor:

12:45 – 1:15pm Annual General Meeting

1:15 – 1:45pm Break Sponsored by:

1:45 – 2:30pm Listen to Fred Stacey

Artificial Intelligence – Simple solutions for any contact centre

Proud Sponsor:

2:30 – 2:45pm Stretch Break Sponsored by:

2:45 – 3:30pm Compensation Panel: Brad French, Sue Tucker & Scott Lyons

Proud Sponsor:

3:30 – 4:00pm Awards Presentation

Proud Sponsor:

Your Answer
Solutions Center

4:00pm Closing Remarks

Virtual Turn Down Proud Sponsor:

MAP Communications