

Day 1 — Tuesday, May 24, 2005

Track	Speech-World Technical Development	Speech-World Call Center Applications	IP Contact Center Summit Strategy Track	IP Contact Center Summit Technology Track
Room	Tenison	Marsalis	Bachman	Travis
9:00-10:00 am	How to Save Money on Your Speech Enabled Solutions	Speech-Enabled Self-Service Applications: Adding Value To The Customer Interaction Network	The Business Case for VoIP in the Contact Center	IP Breathes New Life Into the Virtual Contact Center
10:15-11:15 am	Usability Surveys To Test Speech Applications	How "Natural" Should A Voice Interface Be?	Building the Right IP Call Center Strategy	Enhanced WAN Infrastructure for Large-Scale IP Telephony
11:30-12:30 pm	The New Economics Of Speech In The Enterprise: Driving Down Operating Costs And Increasing ROI	Integrating Voice Self-Service with IVR for Improved Customer Experiences	VoIP Across the Enterprise	Is VoIP In Your Future? A Strategic Decision
12:30-1:30 pm	CONFERENCE LUNCHEON - Cisco Systems - Covington's			
1:30-2:30 pm	Avoiding The Pitfalls Of Speech Application Rollouts Through Testing And Product Management	Adopting Speech Into Mainstream Business Applications	Establishing Internet Telephony and VoIP Services to Developing Countries	The Role of High Availability Software in Quality-of-Service
2:45-3:45 pm	Voice Middleware: A Strategic Component For Future Voice Success	The Real Value Of A Speech Solution	VoIP Regulation: Challenges and Opportunities	Integrating IP Contact Centers Into a Microsoft-Centric Environment
4:00-5:00 pm	Technical Aspects Of Deploying A Hosted Speech Solution	Unifying Channels: The Business Value Of Voice And Web Convergence	The Evolving Contact Center: Protecting Your Organization's Investments, While Driving IP-Enabled Efficiencies	Using IP Telephony Technology to Build a Blended Contact Center Solution

Day 2 — Wednesday, May 25, 2005

Track	Speech-World Technical Development	Speech-World Call Center Applications	IP Contact Center Summit Strategy Track	IP Contact Center Summit Technology Track	Global Call Center Outsourcing Summit
Room	Tenison	Marsalis	Bachman	Travis	Salon A,B,C
7:30 am	CONFERENCE BREAKFAST (Salon F)				
8:30-9:45 am	Keynote Session - Cisco Systems, Aculab (Salon A,B,C)				
10:00-10:45 am	A Scientific Approach to Improving VUI Design	Beyond Call Recording: Speech Improves Quality Assurance	Protecting Your Organization's Investments While Driving IP-Enabled Efficiencies Into The Future	Premise-Based versus Hosted: What Makes Sense for the Contact Center	
10:45-12:00 pm	Keynote Session - Inter-Tel, Nuasis (Salon A,B,C)				
12:00-1:00 pm	LUNCH - SALT vs. VXML Shootout - Message Technologies, Syntellect, Voxify, Inter-Tel (Salon F)				
1:00-6:30 pm	VISIT THE EXHIBIT HALL (Salon D,E)				
2:00-2:45 pm	Architecture Of The Speech-Enabled Web	Targeting Speech To Midmarket Companies	IP Contact Center Shootout (To be held in the Bachman Room)		State of the Teleservices Industry
3:00-3:45 pm	Developing Voice IVR Applications Using Host Processing	Call Center Applications Panel			How to Reduce Costs in Your Existing Contact Centers by Deploying Speech and IP Contact Center Technologies
4:00-4:45 pm	Application Design: Error Handling	Bringing Speech Technologies To The Enterprise	Keeping the Customer Experience Seamless: Interoperability and Next-Gen Endpoints	Security in the IP Telephony Network	What is Behind the Current Failures & Disappointments in Offshore Outsourcing?
5:00-6:30 pm	RECEPTION in Exhibit Hall - Interactive Intelligence (Salon D,E)				
7:30 pm	20th Annual Top 50/MVP Quality Awards Dinner (Salon F) — By Invitation Only				

Conference At A Glance



Day 3 — Thursday, May 26, 2005

Track	Speech-World Technical Development	Speech-World Call Center Applications	TMC University
Room	Tenison	Marsalis	Bachman
8:15-9:00 am	Fully Mobile Office Evolution - Technology Drivers And Solutions	Achieving the Right Mix in Customer Care: The Role of Speech in Enterprise Business Solutions	Introduction to VoiceVXML 2.0
9:15-10:00 am	What The Future Holds For Mobile Speech Applications	Improved Call Completion With Natural Language Processing	Text-To-Speech 101
10:00-11:30 am	Keynote Session - Voice Genie, Scan Soft (Salon A,B,C)		
11:30-2:30 pm	VISIT THE EXHIBIT HALL (Salon D,E)		
12:00-1:00 pm	CONFERENCE LUNCHEON (Salon F)		
12:45-1:30 pm	Multimodality: Next-Generation Applications For Mobile Devices	At Your Service: Accelerate Contact Center ROI With Voice Self-Service	
1:45-2:30 pm		Optimizing IVR/Speech Using Customer Behavior Intelligence	



2005-2006

CONFERENCE CALENDAR

TMC SPEECH-WORLD™
co-located with
IP Contact Center Summit™
May 24-26, 2005
Dallas, Texas
www.speech-world.com

TMC VoIP DEVELOPER CONFERENCE™
August 2-4, 2005
San Francisco, California
www.voipdeveloper.com

TMC INTERNET TELEPHONY CONFERENCE & EXPO™
October 24-27, 2005
Los Angeles, California
www.itexpo.com

TMC INTERNET TELEPHONY CONFERENCE & EXPO™
January 24-27, 2006
Fort Lauderdale, Florida
www.itexpo.com

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