

A philosophical
shift
in the way
we work.

UCC

GREECE 2018

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Communication Solutions

The Networking Magazine

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Q & A

Panel Discussion

Panelists

- **Triantafyllos Prokopidis - Space Hellas**
- **Alkiviadis Zoupas - Cisco**
- **Vincent Lomba - Alcatel Lucent Enterprise**
- **Frederic Schilton - Mitel**
- **Vagelis Gorilas - Vodafone Greece**
- **Vassilis Giatilis - Unify**
- **Angelo Gentili - PartnetNet**

Q & A: The state of UC as a Service

- What is the current state of adoption for UCaaS?
- Who is the main target group (i.e. large enterprises)?
- What are the benefits / difficulties?

Q & A: Work from Any Screen?

Last year, we saw a move towards the use of embedded or tightly integrated UC applications on mobile devices.

- Is the smartphone going to replace the PBX?

Q & A: UC&C Content Continuity on Any Device

Till now, we have some sort of UC “continuity” for phone calls beginning the call on a desk phone and continuing it on mobile device and vice versa.

- How about real-time continuity for video, chat, conferencing etc.?

Q & A: UC&C Regulation / Compliance

Many organizations (i.e. financial sector) must comply with a variety of regulations and must record every communication transaction with the customer (i.e. MiFID II). On the other hand, all organizations must comply with the GDPR regulation coming soon into effect.

- How can all requirements be fulfilled?
- Are UC&C platforms ready to comply out of the box or third-party tools are necessary?

Q & A: The evolution of digital assistants

Vendors are turning voice assistants into mainstream consumer technology i.e. Siri, Cortana, Alexa etc.

Replicating the same in the business field is certainly more complex and demanding, but having in mind the progress in A.I. and voice recognition research, it seems the next logical step. Virtual collaboration participants, digital content finders etc.

- How do you imagine the digital UC&C future?

UCC2018 Conclusion

Today's workplace is more collaborative than ever - for many enterprises, UC&C applications are becoming the primary business communication tool and an absolute necessity.

Thank You! Looking forward to see you at
UCC Greece 2019