



## Agenda for the June 29<sup>th</sup> MUG Session.

The direction of travel for the communication industry is toward more integration using API's, we are seeking to explore how that can be achieved via your Mitel platform.

### 'Integration with Mitel and Digital Transformation'

Event registration and coffee from 9.45am for a 10.30 start.

**10.30** General Mitel Update (*Lisa Dolphin Mitel*)

**11.00** Overview of how the existing [MSA](#) model works today and where next (*Bernd Jobes Head of MSA Mitel*)

**11.30** Examples of real client integration developments deployed today using the API's that exist today via MSA programme (*Bernd Jobes Head of MSA Mitel*)

**12.00** The view from two Application Developers on how they integrate with Mitel to deliver a better user experience and toolset.

MIT Dynamic Solutions

**12.30** <<<<<<< Lunch and Discussion >>>>>>>

**13.30** The view from the Application Developer continued.....

Martello Technologies

**14.00** Mitel's Contact Centre business and the emphasis on examples of digital transformation. (*Shameen Smillie Head of Mitel Contact Centre UK*)

**15.00** Coffee

**15.15** Members closed session/review

**16.00** Wrap up and close meeting