



THANK YOU TO OUR SPONSORS

Opening Reception Sponsored by



Wednesday Wine & Beer Social



Breakfast Sponsor



Lunch Sponsor



Thank you to our vendors!

	<p><u>Amtelco</u> Designing contact center software that's built on continued innovation and backed by strong tradition.</p>
	<p><u>ATSI</u> ATSI is an industry association that is committed to the success of Telephone Answering Services and Call Centers.</p>
	<p><u>Cloud Consult</u> Our consulting services can review/examine your operation and suggest ways to make your site even more efficient.</p>
	<p><u>Dedicated People</u> We are 100% dedicated to the answering service industry, providing English speaking and bilingual staff for a flat rate.</p>
	<p><u>Relay Hawk AI</u> Keep clients from switching to AI-powered competitors. Relay Hawk builds AI-voice agents that integrate into your existing TAS software.</p>
	<p><u>StarTel</u> Contact center solutions that bring happiness to your customers using smarter technology, stronger partners, and expert guidance.</p>
	<p><u>TAS Biller</u> TASbiller offers cloud-based billing software with powerful analysis tools.</p>
	<p><u>VanRein Compliance</u> We're all about making data security simple and effective. Helping you become compliant with HIPAA, SOC2, HITRUST, GDPR, and more.</p>
	<p><u>Call Sniper</u> CallSniper helps call centers work more efficiently by providing near real-time insights into agent performance, enabling faster coaching and recognition to boost overall team success.</p>
	<p><u>CarrierX</u> is a CPaaS and API provider with its own network, giving you full control and lower costs. We flip the traditional model so you can cut expenses, generate revenue, and scale on a powerful, reliable platform.</p>
	<p><u>ProScheduler/Enghouse Interactive</u> provides contact center software and AI-powered customer engagement solutions to help organizations manage and optimize omnichannel communications.</p>

2025 CONFERENCE AGENDA

Tuesday October 14th	
Time	Session
6:30-8:30p	<p>Opening Reception with Vendors <i>located in Jesse Owings room</i> Sponsored by VanRein Compliance</p> <p> </p>

2025 CONFERENCE AGENDA

Wednesday Oct 15th	<i>All Sessions held in Jerrie Mock Room</i>	
Time	Session	
8-9a	Breakfast - Sponsored by Startel 	
9a-10a	State of AI in Contact Centers - Cal AI-Dhubaib	
10a-10:15a	Break	
10:15a-11:45a	Hands-on AI Workshop - Cal AI-Dhubaib	
11:45a-12:45p	Lunch - Sponsored by Dedicated People 	
12:45p-1:45p	AI Quality Assurance and Agent Improvement <ul style="list-style-type: none"> • DispatchMe.AI (Texting, Agent Texting, and Patching) • AI Agent Training • AI Programming • Creating Dashboards and Custom Reports <p style="text-align: right;">- John Fallahee, AnSer</p>	
1:45p-2:30p	How AI is Impacting your Office and Business -Crowdsourced Roundtables	
2:30p-3:15p	Trainual Learning Management System (LMS) <ul style="list-style-type: none"> • See how using a LMS can reduce training costs and errors • Live Demo of how Continental Messaging Solutions uses it for their knowledge base and training <p style="text-align: right;">-Brian Sheets and Adam McCampbell</p>	
3:15-3:30p	Break	
3:30-4:30p	Vendor Presentations <ul style="list-style-type: none"> • Learn about new features • Product announcements 	
4:30-6p	Cocktail Party 🍷 with Vendors Sponsored by Amtelco 	



2025 CONFERENCE AGENDA

Thursday Oct 16th	<i>All Sessions held in Jerrie Mock Room</i>
Time	Session
8:30a-9:30a	Breakfast - Sponsored by Startel 
9:30a-10:15a	GLTSA Business Meeting
10:15-10:30a	Break
10:30a-11:30a	Operations Experts Panel to Give You the Edge <ul style="list-style-type: none">• Performance policies• Focusing on low monitoring scores, disconnect time, and errors• What to do when improvement stalls with coaching -Michelle Jordan, Tiffany Hoffman & Brandy Ragland
11:30a-Noon	Operational Challenges and Solution <ul style="list-style-type: none">• Bring your toughest operational challenges to this session.• Receive advice from peers who have faced and solved the same challenges.• Head back to the office with solutions to implement right away.