

TONIGHT'S BoF

TIME	ROCKBRIDGE ROOM	LAYTON ROOM	LURAY BALLROOM
7:30 PM	OPEN FOR AN IMPROMPTU BoF	OPEN FOR AN IMPROMPTU BoF	<p>“Battling the unbillable calls” as call completion and call duration decrease, there is an increasing need to cover call processing growth without the revenue to justify the investments.</p> <p>Some specific questions for discussion:</p> <ul style="list-style-type: none">* what is an acceptable call completion rate* what is an acceptable call duration* what constitutes a balance for bill and keep arrangements when the traffic profiles are very different <p>Suggested by: Ginger Stair</p>
8:30	OPEN FOR AN IMPROMPTU BoF	OPEN FOR AN IMPROMPTU BoF	OPEN FOR AN IMPROMPTU BoF