

**From:** Connect First - Reporting Studio <contentguru@connectfirst.com>

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**Date:** 6/7/2016 1:20:13 PM

**Subject:** Not All Uptimes Are Created Equally

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Uptime in the Contact Center Software Industry

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Contact center software companies advertise their uptimes, but ***not all uptimes are created equal.***

During this presentation, the panelists will:

1. Define UPTIME and its importance
2. Clarify the difference between 99.99% and 99.9995 in practice
3. Systems protections
4. Legal issues that have arisen around uptime marketing
5. Risk mitigation
6. ConnectFirst solutions and best practices

Stop stressing out about downtime and muffled phone calls, and learn the truth about uptimes.

**Presenters:**

Andrew McLean, Vice President of IT – ConnectFirst

Steve Bederman, CEO - Connect First

Joshua O. Stevens, CECP, Associate of MacMurray, Peterson & Shuster Law Firm

Wed, Jun 22, 2016 11:00 AM - 12:00 PM MDT

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