

ETIS Smart Charging and Payments Working Group Meeting Agenda

Lisbon – October 18 & 19, 2018 – ETIS Community Gathering 2018

Day 1 (October 18 th , 2018)		
08:00 – 09:00	Registrations	
09:00 – 11:15	Common Session	
09:00 – 09:15	Welcome by the ETIS Chairman	Paul Slot KPN
09:15 – 09:30	Welcome remarks by the Chief Technology Officer of Altice Portugal	Luis Alveirinho Altice Portugal
09:30 – 10:20	<p>“What to Do When Machines Do Everything: How to Get Ahead in a World of AI, Algorithms, Bots, and Big Data.”</p> <p>Malcolm will give his view on how artificial intelligence will change industries at large and the telecom sector in particular.</p>	Malcolm Frank
10:20 – 11:00	<p>“From a technology company to an AI company”</p> <p>Risto will give his view on future disruptions of the telecom industry with a specific focus on AI.</p>	Risto Siilasmaa
11:00 – 11:30	Coffee Break	
11:30 – 13:00	Session I: Benchmarking, reports and updates Roundtable discussion where participants share their latest activities.	
11:30 – 13:00	Update on the latest activities and challenges	All participants
13:00 – 14:00	Lunch	
14:00 – 15:30	Session II: Chat bot solutions for billing and dunning	
14:00 – 14:15	Presentation on customer support chat bot solutions for billing	Gianluca Pereyra Visor AI
14:15 – 15:30	Roundtable discussion	All participants
15:30 – 16:00	Coffee Break	
16:00 – 17:30	Session III: The full digital experience in billing A discussion on what exactly a full digital experience and bill means, the drivers behind it as well as how to position it.	
16:00 – 16:30	Presentation of the current draft of the working group's "Digital Billing and Payments Manifesto"	Smart Charging and Payments Core Team
16:30 – 17:25	Roundtable Discussion	All participants
17:25 – 17:30	Wrap-up of day 1	Hans Hodes KPN
18:30	Sightseeing boat tour to the city center from the hotel	

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20:30	<i>Official dinner in the Beer Museum: Praça do Comércio - Ala Nascente - 62/65 Lisboa</i>	
Day 2 (October 19 th , 2018)		
09:30 – 11:00	Session IV: Defining the ideal billing landscape What is the ideal landscape in the billing area? Is billing as a service an opportunity? What are the key business drivers for billing as a service model?	
09:30 – 10:00	Presentations of the vision of the retail billing landscape from the vendor perspective	<i>Representatives from Calvi and Oracle</i>
10:00 – 11:00	Roundtable discussion	<i>All participants</i>
11:00 – 11:30	<i>Coffee Break</i>	
11:30 – 13:00	Session V: Open session An open session dedicated to topics that come up within the course of the meeting's discussions.	
11:30 – 13:00	Roundtable discussion	<i>All participants</i>
13:00 – 14:00	<i>Lunch + Wrap-up session with Paul Slot</i>	
13:30 – 14:00	Wrap-up session with Paul Slot Representatives of each of the working groups will briefly present their perspectives on the future of telcos, how they are addressing digital disruption and opportunities for artificial intelligence in their domain. The main topics being pursued and addressed within their meetings will also be mentioned.	
14:00 – 15:30	Session VI: Billing contacts and the customer experience A discussion on best practices and approaches across all channels related to billing and customer experience. There will also be a discussion of the knowledge stretch one can put into a call center versus universal contact agents versus specialized call centers.	
14:00 – 14:20	Introduction and status at Proximus	<i>Yves Dechilly Proximus</i>
14:20 – 15:30	Roundtable discussion	<i>All participants</i>
15:30 – 16:00	Session VII: Future topics	
15:30 – 16:00	Discussion of future topics and potential working group deliverables (white papers/manifestos, benchmarks, etc.)	<i>All participants</i>
16:00	<i>Farewell Reception</i>	
19:00	<i>Informal Dinner at The Sandeman Chiado: Largo Rafael Bordalo Pinheiro 28, 1200-108 Lisboa</i>	