Microsoft

AI Tech Accelerator Community

Microsoft

Hands-on Lab & Coworking

17 February 2025

Agenda

10:00 – 11:30	**Hands-on Lab: Build a digital contact Center** Juan Manuel Servera, Partner Solution Architect Martin Abrle, Partner Solution Architect
11:30 – 12:00	**How to build your own agent** Andrew Reid, Global Partner Solutions Lead
12:00 – 13:30	**Lunch Break**
13:30 – 17:00	**Continuation Hands-On Lab** Juanma & Martin available to support you for the afternoon

Reminder: rules of the game

REGISTER AT LEAST 3 BUSINESS DAYS BEFORE THE NEXT APPOINTMENT

IF YOU CAN'T MAKE IT – LET US KNOW

PLEASE ALWAYS USE SWISS-SU@MICROSOFT.COM TO CONTACT US

IF SOMETHING DOESN'T WORK, DOESN'T FEEL RIGHT OR COULD BE BETTER – TELL US

MUTUAL RESPECT

BE CURIOUS

Register for Coworking

- Make sure to always register – at least 3 business days in advance https://forms.office.com/r/wSmSW3g3K0

- A maximum of 2 people per startup / company are allowed per day

VOTE FOR THE NEXT 1:MANY SESSION

AI Call Center Hands on Lab

https://aka.ms/aicallcenter

Lunch

RESUME AT 13:30

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Afternoon – Continuation Hands-on Lab