



infobip

INFOBIP VIRTUAL CLASSROOM:

Boost your Bip potential

Learn from industry experts. Expand your knowledge.
Jumpstart your professional development. Boost your potential.
All that in the virtual online surrounding.

Our Infobip Virtual Classroom program allows you to gain industry knowledge and practical tips from our field experts. So, whether you prefer to code, design solutions, or resolve technical problems, Infobip has a virtual place for you! With our program, you will learn about the telecommunication system, gain insight into how we solve the most complex engineering problems and sharpen your technical support and solutions selling skills. Besides tech knowledge, you will also have a chance to hear some valuable tips & tricks that will help you prepare for future career challenges.

You can choose classes and workshops from our virtual catalog. **When entering our virtual catalog, have in mind to do the following:**

- check the dates
- read a summary of our classes
- check out our industry experts and your potential teachers
- check the exact time in the day your preferred class is scheduled
- check the list of skills you are gaining within the class you want to attend

#generalIndustryTopic#SolutionEngineering #CoreOperations
#technicalEngineering #Software engineering #devMinutes
#profesionalDevelopment

TOPIC: Big picture of Infobip

#generalIndustryTopic

DATE: 26.5.2020 | **TIME:** 3 PM | **TIMESLOT:** 120'

A short introduction to Infobip world covering topics such as a brief history of Infobip while getting to know our product stack, ecosystem, and market position of Infobip. We will talk more about what makes us one of the best A2P providers in the world.

From a technical point of view, students will gain a better understanding of the telecommunication world, SMS, and A2P messaging. General introduction class that will help you retain your focus by listening to any following.

**INDUSTRY EXPERTS:****Meri Tukač**

Enterprise Presales Engineer

**Ivan Capan**

Enterprise Presales Engineer

TOPIC: Inhouse built solutions from Infobip

#generalIndustryTopic #solutionEngineering

DATE: 27.5.2020 | **TIME:** 3 PM | **TIMESLOT:** 90'

INDUSTRY EXPERTS:

Meri Tukač

Enterprise Presales Engineer

Ivan Capan

Enterprise Presales Engineer

Understanding our product portfolio with a focus on Conversations, Moments & Answers.
Conversations are the Infobip's digital cloud contact center solution. Omnichannel support in a single interface for agents.
Moments are Infobip's Customer Engagement Solution. How and why to use it, and what's the story behind?
Answers are an Infobip chatbot building platform that enables you to build, test, and deploy artificial intelligence and keyword-based chatbots.

TOPIC: **How to build your solution? [WORKSHOP]**

#solutionEngineering

DATE: 28.5.2020 | **TIME:** 10 AM, 1 PM, 3 PM | **TIMESLOT:** 120'

INDUSTRY EXPERTS:

Meri Tukač

Enterprise Presales Engineer

Ivan Capan

Enterprise Presales Engineer

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TOPIC: **Scaling out network to serve 7,6bn users**

#engineering #devMinutes

DATE: 29.5.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'



INDUSTRY EXPERT:

Petar Pisnjak

Core Network Engineer/Engineering Architect

How to „organically“ grow the network from office beginnings to datacenter scale and how to prepare it for „exponential growth“? How to expand the network to the cloud? Is a software-defined network the only future? And probably some more...

TOPIC: Patterns and conventions in Enterprise-grade software systems

#engineering #devMinutes

DATE: 01.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 90'

INDUSTRY EXPERT:

Dragan Benčić

Senior Software Engineer / Product Architect

After years of development and codebase consisting of millions of lines, stability, and sustainability becomes a hard thing to achieve. In this presentation, you will learn what methods are we using to keep huge Infobip's codebase under control, and what is enabling us to still deliver fast in increasingly more demanding circumstances.



TOPIC: **Troubleshooting hacks**

#CoreOperations #technicalEngineering

DATE: 02.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'



INDUSTRY EXPERT:

Filip Ojurović

Customer Care Team Leader

How to troubleshoot different types of issues and remain calm?
Collection of troubleshooting best practices gathered from 6 years of CoreOps experience.
Applicable to a multitude of technical challenges & positions, potentially to some life problems as well.

TOPIC: Different cultures – same goal

#CoreOperations #technicalEngineering

DATE: 03.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'

INDUSTRY EXPERTS:

Lana Mladin

Customer Care Team Leader

Nora Lazić

Talent Acquisition Specialist

A mixture of soft and technical skills – different types of communication with different cultures: how to communicate about technical topics so that everyone understands you.



TOPIC: Engineer and a Presentation Master

#profesionalDevelopment

DATE: 04.6.2020 | **TIME:** 10 AM | **TIMESLOT:** 120'

Whether you are the type of person who enjoys presenting to others or the one who is trying to avoid holding presentations at any cost, we all find ourselves in the presenter's shoes sometimes. Becoming a good presenter is all about learning a new skill and practicing. During this lecture, we will teach you the fundamentals of communication, preparation for presentation as well as some tips and tricks on how to become a good presenter and handle stress while presenting.



INDUSTRY EXPERTS:

Tena Masnjak

People Operation Specialists



Patricia Čivljak

People Operation Specialists

TOPIC: **How to sell your product or solution**

#solutionEngineering #professionalDevelopment

DATE: 04.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'

INDUSTRY EXPERTS:

Meri Tukač

Enterprise Presales Engineer

Ivan Capan

Enterprise Presales Engineer

How to understand the technical and business requirements to build a proper solution for your client? This topic will cover engineering solution presentation tips & tricks, how to approach you, client, with your product, and much more...



TOPIC: **How to manage failures with resilience patterns?**

#engineering #devMinutes

DATE: 05.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'



INDUSTRY EXPERT:

Azra Selimović
Software Engineer

When building large-scale systems with lots of components, statistically – failure is guaranteed to happen. Even if every dependency itself has excellent availability and uptime, calls across the network can fail. Since failure is a guarantee, high volume applications need to build fault tolerance into their architecture to avoid cascading failures and to provide high availability. This course tries to combine some resilience patterns (circuit breaker pattern, bulkhead pattern, network timeouts, and retries) to build a fault-tolerant architecture.

TOPIC: Untestable code

#engineering #devMinutes

DATE: 08.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'**INDUSTRY EXPERT:****Aleksandar Dostić**

Senior Software Engineer/Team Leader

As a professional, one should stand behind the code that he/she writes and guarantee that it is working once it is out and the way to do that is to test it. By now most of the developers have heard about unit testing frameworks and when we look at an example it is trivial and easy to understand. The problem is when we try to write it in production code we often fail. During this talk, we will point out a few things that make code untestable and try to demonstrate ways to overcome these issues.

TOPIC: Using ML to segregate good traffic from bad in mobile networks

#engineering #devMinutes

DATE: 09.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 90'



INDUSTRY EXPERT:

Bruno Hemar

Senior Software Engineer

Mobile networks process millions of SMS messages daily. Most of that traffic is legitimate, but some of it is not and mobile operators want it blocked. Traditionally, this traffic was blocked using regex patterns but that proved neither accurate nor scalable. In this talk, we will try to show how we used machine learning to build a solution that blocks these messages efficiently and in real-time.

TOPIC: **New Connection Journey**

#CoreOperations #technicalEngineering

DATE: 10.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 90'



INDUSTRY EXPERT:

Andrija Ivković

Core Connectivity Manager

Learning about our technical cooperation with partners (Mobile Operators), technical operations we take for “smooth connection paths” and introducing some of our biggest partnerships and fun regional differences.

TOPIC: Message brokers – RabbitMQ

#engineering #devMinutes

DATE: 12.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'



INDUSTRY EXPERT:

Amar Panjeta

Software Engineer

By using RabbitMQ we can scale the system horizontally. One message producer can transmit to an unlimited number of tasks to message consumers, a command or a message for processing, and for scaling this system all we need to do is just create new message consumers. Let's say we are getting 1000 messages per second and we must charge them. Solving this problem with traditional methods could be a headache. With RabbitMQ we can transmit a message to the message consumers which can do their job asynchronously and make sure data integrity is intact.

TOPIC: **Customer Journey with Core Operations**

#CoreOperations #technicalEngineering

DATE: 15.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'



INDUSTRY EXPERT:

Vedran Karlović

Customer Care Expert

Learning about our technical cooperation with clients, what are the technical operations we take to make our clients happy and introducing some of our biggest clients and our Core Ops Success Stories.

TOPIC: How to build your solution? [WORKSHOP]

#solutionEngineering

DATE: 16.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 120'

INDUSTRY EXPERTS:

Meri Tukač

Enterprise Presales Engineer

Ivan Capan

Enterprise Presales Engineer

Same workshop as on 28th of May

Understanding our product portfolio with a focus on Conversations, Moments & Answers.

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TOPIC: **Social selling on LinkedIn and how to be visible to your future employer**

#profesionalDevelopment

DATE: 17.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 90'

INDUSTRY EXPERTS:

Gino Simić

Product Success Manager

Sara Plavljanin

Talent Acquisition Specialist

LinkedIn – do you have it?

Why you should spend more time on LinkedIn, how to build your profile or identity, work on your network. With this topic, you will gain some general knowledge about the tech world of LinkedIn and how to increase your chances to find the first job.



TOPIC: **How can JavaScript increase your job opportunities?**

#engineering #devMinutes #profesionalDevelopment

DATE: 18.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 60'



INDUSTRY EXPERT:

Amel Halilović

Software Engineer

JavaScript is on the rise. It is one of the most demanded programming languages on the job market, generating about one-third of all programming-related jobs, per several job searching websites. This can be attributed to two things, the foundational nature of the language (JavaScript helps provide the foundation for 95% of all active websites) and the robust array of features JavaScript brings to those foundations. Let's slide through these foundations and possibilities one can have after learning JavaScript.

TOPIC: **How to survive your job interview?**

#profesionalDevelopment

DATE: 19.6.2020 | **TIME:** 3 PM | **TIMESLOT:** 120'

INDUSTRY EXPERTS:

Dženana Bukarić

People Operations Intern

Tomislava Saša

Talent Acquisition Associate

Tips on how to get ready for the job interview,
what can you expect...coming from our Talent
Acquisition Specialist team

