

**HELLO** and welcome to the second newsletter of 2020! What a miserable month this February has been! The UK has been battered by storm Ciara and storm Dennis and unfortunately as we do not cope well with any type of weather we are going to take a while to recover! However, on a more positive note the industry is thriving and we have been really busy, so here's what we've been up to this month...

## HOMWORKING

What with all the inclement weather recently and the threat of the Corona virus sweeping the globe, we could all be forgiven for wanting to avoid travelling into the office and hunkering down at home instead. At times like this, it is a blessing that technology has enabled many of us to be able to work effectively from wherever suits, including the safety of our homes.

Collaboration tools like Microsoft Teams have made flexible working more seamless and productive than ever before. Flexible working has become so engrained in certain business sectors that it is now an expected norm for many, and a way for companies to differentiate themselves when prospecting for new, key employees.

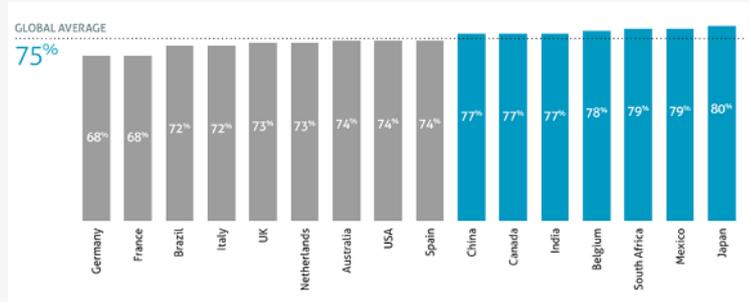


Fig1: Percentage of population who think homeworking is the new normal. Source: IWG Global Workspace Survey

We are leaving you in suspense to read the rest of this great article here: <https://www.codesoftware.net/2020/02/27/home-working/>

### 2020 DIARY

- 18th-19th March  
**CALL & CONTACT CENTER EXPO**  
London UK
- 
- 30th March-2nd April  
**ENTERPRISE CONNECT**  
Orlando, US
- 
- 29th-30th April  
**COMMSVERSE**  
Weybridge, UK
- 
- 13th-14th May  
**UC EXPO**  
London, UK
- 
- 19th-23rd July  
**MS INSPIRE**  
Las Vegas, US
- 
- 19th-20th August  
**COMMS VNEXT**  
Colorado, US
- 
- 21st-25th September  
**MS IGNITE**  
New Orleans, US
- 
- 30th Nov-4th Dec  
**AMAZON RE:INVENT**  
Las Vegas, US
- 



Now supports Microsoft Teams!

The simple and widely used voice recording solution **ClobbaVR** is now available for Microsoft Teams. Unlike its predecessor UCR, **ClobbaVR** for Teams is Bot based not requiring any client software. It's user friendly interface and simplicity to use makes it ideal for basic voice recording requirements where cost is a consideration. It will record all PSTN call traffic both inbound and out bound. Installed on customer servers it ensures that data sovereignty is retained by the customer. Perfect in so many ways. Typically used for training and monitoring purposes it is the ideal solution for companies not wanting to over spend on a solution with too many irrelevant features.

Available on a free 30 day trial!

More information on: <https://www.codesoftware.net/solutions/clobbavr/>

**Are you finding this mildly interesting?**  
If so you can view all our newsletters here: <https://www.codesoftware.net/newsletter/>

## CUSTOMER SUCCESS STORY RESOURCES



Written by Stephen Cronin - EMEA UC Manager

#### WHY CODE?

We decided to go with Code Software because we felt that they could meet the demands and requirements that we needed from a Skype reporting and monitoring tool. We needed

to be sure that the multitude of various different reports and dashboards that we would need could be met.

#### WHAT DO YOU USE THE SOFTWARE FOR?

1. MONITOR CALL QUALITY - Being able to quickly look at reported call issues and have all the relevant information is of critical importance to us so we can resolve ASAP.

2. REPORTING - Because our company is global, we require all types of different reports and the solution is great at being able to add/remove fields where necessary to suit the different requirements of our agencies.

#### ANYTHING ELSE TO ADD?

Finally I would just like to add that the support that we receive on a daily basis from the Code support team really is fantastic. Whenever I have a question or issue I simply send the support team an email and within minutes they have replied either with a solution or to jump on a call to deep dive further. I can't speak highly enough of the team.

Full article available: [https://www.codesoftware.net/resource-center/?asset\\_type=case-studies](https://www.codesoftware.net/resource-center/?asset_type=case-studies)

## Commsverse In-Store Event 11.02.2020

Written by Kieran Mullins

The evening of February 11th saw the Commsverse In-Store event, a "micro version of our Larger Conference about Microsoft Teams", and the first striking thing about this event was the location. Situated at Microsoft's rather bold and brash new(ish) flagship store on London's Regent Street, we were ushered past the austere tables of gadgets and away from the Maclaren Senna, into a lift and sent up to the 3rd floor by smiling, attentive staff. Once up there, the drinks were already flowing, and delegates were filling up on canapes ("I've had nothing since lunchtime!") and chatting tech in an unusually friendly, non-intimidating kind of way. "This could be a nice night" I quietly thought to myself.

And so it was. The speakers were all different and engaging in their own ways. Tom Arbutnot discussed how to drive success with Microsoft Teams, Chris Hoard enlightened us all with a presentation on using Stream with Teams, and finally Stale Hansen of Cloudway initially bemused then enthralled us all with his goldfish sock puppet(!) and advice on stopping all but the most necessary of digital notifications. Interspersed between the talks was time for chat and networking, and plenty of delicious pizza.

It was a great event, engaging and well-run, and to get a full room on a cold Tuesday night in February, the Commsverse chaps are definitely doing something right. My advice would be to get your tickets now (if you haven't already) for the real thing at the end of April because it promises to be lots of fun and very educational.

For more information on the event: <https://www.commsverse.com/>



## COMMS VNEXT 19/20 August 2020

Code are proud to announce our sponsorship of a key Microsoft community driven event **Comms vNext**, August 19-20 being held at Co-Renaissance, Denver, Colorado, US. This is a key date in the US calendar and will attract speakers and attendees from around the world.

**Comms vNext** is a passion project that is being organized by Microsoft MVPs with a desire to bring a Microsoft UC-focused conference back to the scene. The specific desire of these individuals is to create a conference that focuses solely on Skype for Business, Microsoft Teams, and the future of Microsoft UC as a whole. Think Lync Conference, but by the Community, hosted by: Josh Blalock, Jonathan McKinney, Adam Ball and Pat Richard.

**If you're heading along then be sure to drop by our booth.**

For more information please visit: <https://commsvnext.com/>

