

## Monday October 7th

## Consultative Opportunities

2:30 - 4:30 PM

Registration & Exhibitor Showcase at the Sioux Falls Conference Center

5:00 - 7:00 PM

Monday Night Football Tailgate at The Blue Rock\*\*

Ask the Expert Sessions

Utilization Report Cards

## Main Room

7:30 - 8:30 am

Registration and Breakfast

8:30 - 8:55 am

Welcome and Event Overview - Ali Jenab and Enrique Olivas

9:00 - 9:45 am

eLation Roadmap and User Feedback - Robin Pooley and Dee Roy

9:50 - 10:45 am

Keynote Address - Holly Hoffman

## DAY ONE | Oct. 8

### Main Room

### Breakout 1

### Breakout 2

### Breakout 3

11:00 - 11:30 am

Executive Dashboards

SDP Provision Monitoring

New in Financials, Part 1

eMap New Features

11:45 - 12:15 pm

What's New in eLation Billing

SDP New Plugins

New in Financials, Part 2

Professional Services

12:15 - 1:00 pm

Lunch and Exhibitor Showcase

TBA

Underutilized features in financials

Holly Hoffman Leadership Breakout

1:00 - 1:30 pm

Advance Search/Insights

Offline eMap

Work Orders and CPRs

Support Portal 101

1:45 - 2:15 pm

eComm 101/Merchandise Setup

eMap New Features\*

Payroll Hot Topics, Tips and Tricks

TBA

2:30 - 3:00 pm

Accounts Receivable Tips and Tricks

Importance of GIS Mapping

Lori Fett's Favorite Features

eLation for Utility Providers

3:15 - 3:45 pm

Customer Communication

Mapping Roundtable

Financials Round Table

Metered Utilities Round Table

4:00 - 5:00 pm

Security Best Practices

Reception at Great Shots\*\*

## DAY TWO | Oct. 9

### Main Room

### Breakout 1

### Breakout 2

### Breakout 3

7:00 - 8:00 am

Breakfast

SDP Customer Panel

Underutilized features in financials\*

eLation Hosted

8:00 - 8:30 am

Time Management/Mapping

SDP System Best Practices

Lori Fett's Favorite Features\*

eLation Features to Drive Revenue

8:45 - 9:15 am

Webchat and Chat Messenger

SDP System Maintenance

Broadband Buildout and Expansion

eComm Roundtable

9:30 - 10:30 am

Billing Round Table

## Main Room

10:45 - 12:00 pm

2024 Broadband Awards, Customer Panel and Closing Remarks