

CUSTOMER EXCELLENCE CONFERENCE 2010



Agenda

Tuesday September 21

Pre conference

1pm-5pm	Registration
1pm-5pm	Learning Lab Available
1pm-5pm	Visit Our Exhibitors
1pm-5pm	TRAVERSE v11 Hands on Training**

Wednesday September 22

7am-8am	Breakfast
8am-9am	General Session
9am-11:30am	Breakout Sessions
9am-5pm	Exhibits
9am-5pm	Learning Lab
11:30am-12:30pm	Lunch
12:30pm-5:15pm	Breakout Sessions
6pm-6:30pm	Cocktails & Networking
6:30pm-11pm	Food and Entertainment

Thursday September 23

7am-8am	Breakfast
8am-11:30am	Breakout Sessions
8am-3pm	Learning Lab
8am-3pm	Exhibits
12:30-4pm	Breakout Sessions
4pm-4:30pm	Closing Session

*Schedule subject to change **must pre-register, additional charge

Turn Your Data into Information: TRAVERSE 11 Reporting

Tuesday, September 21st from 1 to 5pm

From accessing task panes to generating PDF reports, this hands-on class will show you how to use TRAVERSE to obtain and transmit critical information. This class will also show you how to master the three types of interactive views, as well as how to take advantage of output options such as emailing and exporting reports to Microsoft Excel.

\$100 hands-on computer fee. Two participants per computer.