

SUNDAY May 5		Startel		PTD		TUG
9:00am - 10:00am	Startel CMC 15.0 w/ Victoria (90)	9:00am - 10:30am	Monadnock Feature Review w/Jim G & John Friere (90)	9:00am - 10:30am		
Break						
10:45am - 11:15am	SMG & Startel w/ Victoria & Margaret (90)	10:45am - 11:15am	Freedom 2 - Create Users w/ Mike A (30)	10:45am - 11:15am		
11:15am - Noon	Auto Dialer w/ John C (45)	11:15am - Noon	Twilio Interface to Pinnacle w/ Jim G (60)	11:15am - Noon		
Lunch						
1:30pm - 3:00pm	Dispatch Scripts, Appointment Scheduler, Intellilocator, Formula's and More! Victoria & ??? (90)	1:30pm - 2:15pm	Ping Plotter & Supporting Remote Agents w/ Mike A (45)	1:30pm - 2:15pm		
		2:15pm - 3:00pm	Asterisk 101 for Pinnacle w/ Alan (45)	2:15pm - 3:00pm		
Break						
3:15pm - 4:00pm	Asterisk 101 w/ Margaret (60)	3:15pm - 4:00pm	Asterisk 101 w/ Margaret (60)	3:15pm - 4:00pm	Asterisk 101 w/ Margaret (60)	
4:00pm - 4:30pm	Scenario Building w/ John C (45)	4:00pm - 4:30pm	Scenario Building w/ John C (45)	4:00pm - 4:30pm	Scenario Building w/ John C (45)	
	**Fun w/ SQL / SQL Excretion					
Monday May 6 All Groups Together!						
9:00am-10:30am	Power of the Union / This is Us					
	Break					
10:45am - 11:00am	The Customer Spot Overview					
11:00am - Noon	Secure Message Gateway - Powered by Startel					
	Lunch on your own					
1:00pm - 2:00pm	Risk Assessment w/ Margaret & Jim G					
2:00pm - 3:00pm	Product Development Round Tables					

	Break		
3:15pm - 3:30pm	Soft Switch 2 w/ Margaret		
3:30pm - 3:45pm	Pinnacle & Tascom on the SS		
3:45pm - 4:30pm	Wish List Reinvented		
4:30pm - 5:00pm	Ask Startel		
5:00pm-6:30pm	Peripheral Vendor Wine & Cheese		
Tuesday	SNUG	PIN	TUG
8:00am-9:00am	Crystal Ballroom Meal: Breakfast	Crystal Ballroom Meal: Breakfast	Crystal Ballroom Meal: Breakfast
9:00am-9:45am	Mayfair Security & Ransomware: Justin Massey	Mayfair Security & Ransomware: Justin Massey	Mayfair Security & Ransomware: Justin Massey
9:45am-10:00am	Mayfair Justin Massey: Q/A	Mayfair Justin Massey: Q/A	Mayfair Justin Massey: Q/A
10:00am-10:15am	Break	Break	Break
10:15am-11:00am	Securing your website with SSL	SafetyNet on Freedom 2 - John F	
11:05am-11:30am	Preparing for Disaster	Cyber Security - Best Practices/ Back up Procedures - Ray/Michael Shaw	

11:30am-11:55pm	Preparing for Disaster - Question and Discussion	Cyber Security - Best Practices/ Back up Procedures - Ray/Michael Shaw	
12:00pm-1:00pm	Crystal Ballroom Meal: Lunch	Crystal Ballroom Meal: Lunch	Crystal Ballroom Meal: Lunch
1:00pm-1:30pm	Panel Discussions - Remotes, Voice Services, Flex AI	PIN Business Meeting Dan & PIN Owners/Mgrs	TUG Business Meeting TUG Owners/Mgrs
1:30pm-2:00pm	Panel Discussions - Remotes, Voice Services, Flex AI	Asterisk/PBX/Softphone with Startel Soft Switch	
2:05pm-2:30pm	Hypertrack WBIT, what's NEW	Asterisk/PBX/Softphone with Startel Soft Switch	
2:30pm-3:00pm	Hypertrack WBIT, what's NEW	Agent Soft Skills - Dana	
3:00pm-3:15pm	Break	Break	Break
3:15pm-4:00pm	Troubleshooting most common tech support tickets	Agent Soft Skills - Jeff	
4:05pm-4:30pm	Crystal Ballroom: SNUG Business Meeting Dan & SNUG Owners/Mgrs	Open Discussion	
4:30pm-5:00pm	Crystal Ballroom: SNUG Business Meeting Dan & SNUG Owners/Mgrs	Open Discussion	