

2023 SNUG CONFERENCE

“TREKKING TO NEW HEIGHTS”

Agenda

Sunday, April 23rd

STARTEL TRAINING DAY

TIME:	SESSION TITLE:	DESCRIPTION:	PRESENTER:	ROOM:
9:00am - 9:05am	Welcome	Welcome and overview of our planned Trek!	Victoria Whitney	
9:05am - 9:45am	Custom Yodeling 101: SoftSwitch Custom Greetings and More	Everyone has certain trekkers that want something different. Learn how to create and manage things like Custom Music on Hold (and more) with Gary Graham.	Gary Graham	
9:45am-10:45am	AI 101: From Ambler to Mountaineer	If you still have hikers on the Classic (AI) trails, let's look at the new Flexible (AI) trails. We will take those hikers from ambling through their calls to carving new trails and claiming Mountaineering status!	Victoria Whitney	
10:45am-11:00am	Dip 'N Sip	15 minute break		
11:00am-NOON	Formula Survival Tool Kit	Join Margaret Lally and develop your survival tool kit in this CMC Formula class. Acquire the necessary tools to help your agents survive those complicated accounts and give them the footholds needed to reach the summit on every call.	Margaret Lally	
NOON-1:30pm	Lunch On Your Own	Do some eatin after all this Trekkin'!		
1:30pm-2:15pm	Yellow-Blazing with the Auto Dialer	Sometimes the trail gets rough, and you can't find a way forward. Embracing the Auto Dialer puts you on a paved path to assist with agent shortages and unique client requests. John Carey will discuss some new ideas on how to use the Auto Dialer that will allow you to get more done with less staff!	John Carey	
2:15pm-2:45pm	Agent UX: An Uncharted Wilderness	User experience (UX) is a constantly evolving field of research that focuses on making software efficient and easy to use. The advantages of the latest UX standards will be one of the biggest benefits of moving to our next generation of web-based products, but like any trek into the wilderness, it pays to be prepared. Find out about the challenges you'll be facing and how you can start getting your agents and your data ready for this exciting journey.	Matt Bogan	
2:45pm-3:00pm	Fiver X3	15 minute break		
3:00pm-4:00pm	Switchback Dispatch Script Workshop	Why climb the steep section prone to delays and unknowns when you can enjoy the Switchback route! By putting some zigzag in your Dispatch Scripts you can minimize dispatch errors and focus on the beauty that Dynamic Scripting and Best Practices provide. Be prepared to blaze the Dispatch Script trail.	John Martin	
5:30pm-6:30pm	First Timers Reception	First-time attendees can meet the Board of Directors and Startel personnel One-on-One	Host: Ryan Ambros SNUG PRESIDENT	
6:30pm-9:00pm	Opening Reception			

