eLation eLevate / Schedule at a Glance
October 3-4, 2023

Billing   Mapping   Financials   SDP/ACS   * = repeated session

DAY ONE | Oct. 3

Time			
8:30 - 8:45 am	Welcome Message		
8:45 - 8:50 am	Event Overview		
8:50 - 9:15 am	Product Direction & Industry Review		
9:15 - 10:15 am	Customer Panel		

Time	Grand Rushmore	Amphitheater I	Amphitheater II
10:30 - 11:00 am	Knowledge Base Improvements	eMap New Features	What's New and What's Coming
11:15 - 11:45 am	What's New in eLation Billing	FCC Reporting	Aatrix
12:00 - 1:00 pm	LUNCH - Grand Rushmore	LUNCH - Grand Rushmore	LUNCH - Grand Rushmore
1:00 - 1:30 pm	Intro to Support and Ticketing	Mapping Rountable/Q&A	Optimal AP Processing
1:45 - 2:15 pm	Sales & Marketing Tools	*eMap New Features	OCR
2:30 - 3:00 pm	Notice & Non-Pay Efficiences	*Knowledge Base Improvements	*Aatrix
3:15 - 3:45 pm	Live Chat Enhancements	*Notice & Non-Pay Efficiencies	Optimal AP Processing
4:00 - 4:30 pm	Billing Roundtables/Q&A	*Live Chat Enhancements	*OCR

Social and Dinner

5:00 - 8:00 pm	Social & Dinner / Cocktails & Dinner - Exhibit Hall

DAY TWO | Oct. 4

Time	Grand Rushmore	Amphitheater I	Amphitheater II
8:30 - 9:00 am	Improving Work/Life Balance	SDP Client Panel	Utility Company Best Practices
9:15 - 9:45 am	Technician Improvements	SDP Client Panel Cont.	Best Monthly Practices
10:00 - 10:30 am	eCommerce	What's New in SDP	Year End Tips & Reminders
10:45 - 11:15 am	Retail App	Reporting on Facilities	Financials Round Table
11:30 am - 12:00 pm	*FCC Reporting	SDP/ACS Roundtable/Q&A	Innovative & Calix - Partnering for Success
12:00 - 1:00 pm	LUNCH - Grand Rushmore	LUNCH - Grand Rushmore	LUNCH - Grand Rushmore
1:00 - 1:30 pm	Continuous Improvement	*Technician Improvements	*Improving Work/Life Balance
1:45 - 2:15 pm	Fiber Build Out	Marketing Panel - with attendee Q&A	*Best Monthly Practices
2:30 - 3:00 pm	Billing-Mapping Integration		*Year End Tips & Reminders

Grand Rushmore

3:15 - 3:45 pm	2023 Broadband Awards
3:45 - 4:00 pm	Closing Remarks