



2020 User Conference

Cloud Solutions

May 13-15th, 2020

Windsor, ON Canada

Caesars Windsor - 377 Riverside Dr E, Windsor, ON N9A 7H7, Windsor, Canada

USER CONFERENCE – DAY 1

Wednesday, May 13, 2020

9:00 am – 10:15 am **Business Intelligence (BI) Session**, presented by Audree Boulianne, Product Manager

10:15 am – 10:30 am Break

10:30 am – 12:00 pm Leads, Member Outreach, Insurance & Policy Import
Usage Stats

12:00 pm – 1:00 pm Lunch

1:00 pm – 4:00 pm	MRM Working Group Meeting Facilitated by Michael Estabrooks and Audree Boulianne Strategic planning, members only.	Travel Working Group Meeting Facilitated by Mark Futterer Strategic planning, members only.	Road Service Working Group Meeting Facilitated by Steve Lang Strategic planning, open to all.	Technical Session Presented by Alan Campbell AXIS Troubleshooting Tips & Tricks WebDirect Update Linux technical discussion API Update
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6:00 pm – 9:00 pm Welcome Dinner – Spago Tratorria (at Caesars)

USER CONFERENCE – DAY 2

Thursday, May 14, 2020

8:00 am – 9:00 am Breakfast

9:00 am – 10:30 am Official Welcome and Meeting Kick-off
Campana update presented by Adam Zimmer, President

10:30 am – 10:45 am Break

10:45 am – 12:00 pm Cloud Road Map, Strategy

12:00 pm – 1:00 pm Lunch

USER CONFERENCE – DAY 2 continued

Thursday, May 14, 2020

	STREAM A: Membership/MRM	STREAM B: Travel	STREAM C: Road Service
1:00 pm – 2:30 pm	Campana Strategic Direction with APIs – Michael Estabrooks eCommerce Store – CAA Saskatchewan Reception Kiosks – AAA Central Penn CAA Mobile App – CAA Atlantic	Group Travel Cloud Travel WebDirect / Travelport API	CloudReceive ERS MobilePlus Mobile POS SmartSpot Vehicle Placement
2:30 pm – 2:45 pm	Break		
2:45 pm – 4:30 pm	Leads and Member Outreach – AAA Pioneer Valley Gameshow: Campana Family Headbandz Feud!	Interface Updates Electronic Signature Updates Reporting & BI Best Practices	Dispatcher Workbench Reporting & BI ERS Roadmaps
5:15 pm – 10:00 pm	Join us for a casual evening at Walkerville Brewery followed by dinner at the Twisted Apron. Depart by bus at 5:15 pm. Meet in the lobby.		

USER CONFERENCE – DAY 3 (KIOSKS)

Friday, May 15, 2020

8:00 am – 10:00 am	<p>Speak one-on-one with a Product Manager, participate in interactive demos and speak directly to our sponsors at their Kiosks! A continental breakfast will be available in the room.</p> <p>Kiosks to include but subject to change:</p> <ul style="list-style-type: none">▪ Business Intelligence▪ Salesforce's force.com▪ Travel▪ Membership/MRM▪ Road Service/Insurance▪ AXIS Support▪ Rocket Software <p>Three grand door prizes will be awarded at 10:00 am (you must be present to win), followed by closing remarks.</p>
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Note: Agenda sessions subject to change.

Questions or concerns, please contact [Angeli](#).

THANK YOU TO OUR SPONSORS

