

POPULAR AGENDAS

Carolinas Area User Group: January 28, 2010

- 10:00 a.m. – 10:30 a.m. Welcome and introductions
- 10:30 a.m. – 11:00 a.m. Erica Leep tour of the new RightNow Community
- New Regional User Groups (e.g. scheduling meetings, sharing resources)
 - Member directory
 - Expanded member profiles
 - Growing your network
 - What’s coming in the RightNow Community in 2010
 - Q&A
- 11:00 a.m. – 12:15 p.m. Roundtable discussion: suggested topic - marketing
- Creating an affective newsletter using RightNow
 - Creating successful e-mail campaigns with RightNow
 - Email campaign with coupons and/or redemption codes to be sent when a product is registered in RightNow
 - Staffing requirements to maintain system and upgrades – IT or Customer Service
 - Is it possible to capture line item survey responses (in numerical order) on an anonymous survey?
- 12:15 p.m. – 12:45 p.m. Lunch/networking/product discussion
- 12:45 p.m. – 1:45 p.m. Roundtable discussion: overcoming challenges
- Will a user-friendly process be available to change the colors of the CP pages?
 - Overview of new services with current release
 - Advantages of current release Implementation of blogs/bulletin boards and the RightNow product
 - Recommended product improvements
 - Sales/Quote module improvements
 - Marketing improvements
 - How others are working around limitations
- 1:45 p.m. – 2:00 p.m. Plan your next Regional User Group
- Customer host/location
 - Customer facilitator
 - Timeframe – date/time
 - Discussion topics (e.g. business changes, product functionality/usage, best practices, product modules)
 - Presenters, discussion leaders, customer showcases, etc.

Resources: Planning your User Group Agenda

- Review real-life agendas here or select the “UserGroup_Agenda” tag in the RightNow Community Forum
- Incorporate suggested discussion topics from your last meeting
- Review registrants’ suggested discussion topics (in registration list)
- Ask for member input on your group’s forum board
- Share your meeting agenda in your user group’s forum board, so prospective and existing members can see what the meeting will cover.



Minnesota User Group: February 10, 2010

- 10:00 a.m. – 10:30 a.m. Welcome and Introductions
- Name and role
 - Company
 - RightNow version and what module(s) you're using
 - What's one thing you want to get out of today's meeting
- 10:30 a.m. – 11:15 a.m. Tour of RightNow Community – Erica Leep
- 11:15 a.m. – 12:00 p.m. Presentation on RightNow CX May 2010 Release – Steve Bell
- 12:00 p.m. – 12:30 p.m. Networking Lunch
- 12:30 p.m. – 1:00 p.m. Customer Portal
- Who's implemented it
 - Challenges
 - Benefits
 - Training
- 1:00 p.m. – 1:20 p.m. RightNow tune-ups – knowledge base optimization, etc.
- 1:20 p.m. – 1:30 p.m. Plan your next Regional User Group
- Customer host/facilitator
 - Location
 - Date/time
 - Discussion topics
 - Customer participants (e.g. presentations, customer show and tell, partner showcase, discussion leaders)
- 1:30 p.m. – 2:00 p.m. Feedback on Right Now Training Services – Hutch DeLoach

SoCal User Group: February 11, 2010

- 10:00 a.m. – 10:30 a.m. Welcome and Introductions
- Name and role
 - Company
 - RightNow version and what module(s) you're using
 - What's one thing you want to get out of today's meeting
- 10:30 a.m. – 11:00 a.m. Overview of Western Digital's RightNow implementation – Nik Tran
- 11:00 a.m. – 11:30 a.m. Tour of RightNow Community – Erica Leep
- 11:30 a.m. – 12:00 p.m. Networking Lunch (lunch provided)
- 12:00 p.m. – 12:30 p.m. Breakout Topics
- Customer Portal
 - Reporting and Analytics (e.g. FCCR and CSAT)
 - Social Media (e.g. Cloud Monitor, Community Solution)
 - Marketing/feedback
- 12:30 p.m. – 12:45 p.m. Break
- 12:45 p.m. – 1:15 p.m. Breakout Topics



- Developer (e.g. integration, RightNow Connect, workspace design, customization)
 - Knowledge management (e.g. localization, maintenance, promotion entry points, widgets, KB search)
 - Social Media (e.g. Cloud Monitor, etc.)
- 1:15 p.m. – 1:30 p.m. Plan your next Regional User Group
- Customer host/facilitator
 - Location
 - Date/time
 - Discussion topics
 - Customer participants (i.e. presentations, customer show ‘n tell, partner showcase, discussion leaders)
- 1:30 p.m. – 3:00 p.m. Analytics workshop – Rob Nash

DC Metro User Group: February 24, 2010

- 8:30 a.m. – 8:45 a.m. Welcome and introductions
- Name and role
 - Company
 - RightNow version and what module(s) you’re using
 - What’s one thing you want to get out of today’s meeting
- 8:45 a.m. – 9:30 a.m. Navy Federal Credit Union’s Social Media experience using Cloud Monitor – Johnna Strahle
- 9:30 a.m. – 10:30 a.m. RightNow Social/Community Solution demo – Camille Stocksdale
- 10:30 a.m. – 10:45 a.m. Break
- 10:45 a.m. – 11:15 a.m. Tour of RightNow Community – Erica Leep
- 11:15 a.m. – 11:30 a.m. Plan your next Regional User Group
- Customer host/facilitator
 - Location
 - Date/time
 - Discussion topics
 - Customer participants (i.e. presentations, customer show ‘n tell, partner showcase, discussion leaders)
- 11:30 a.m. – 12:00 p.m. Breakout Discussions

Chicago User Group: April 8, 2010

- 10:00 a.m. – 10:30 a.m. Welcome and Introductions
- 10:30 a.m. – 11:00 a.m. RightNow Communities Tour: Right Now Presentation
- 11:00 a.m. – 11:15 a.m. Break
- 11:15 a.m. – 12:15 p.m. Roundtable/Breakout Discussions
- Service Center implementations – share current use cases and learn how others are using the system
 - Other topics as suggested by UG
- 12:15 p.m. – 1:00 p.m. Networking Lunch
- 1:00 p.m. – 1:45 p.m. Customer Showcase
- 1:45 p.m. – 2:00 p.m. Plan your next Regional User Group
- Customer host/facilitator
 - Location
 - Date/time



- Discussion topics
- Customer participants (i.e. presentations, customer show ‘n tell, partner showcase, discussion leaders)

Minnesota User Group: August 6, 2009

9:00 a.m. – 9:45 a.m.	Welcome and Introductions
9:45 a.m. – 10:15 a.m.	Site introductions: Preview of user sites, version, customizations, issues, developments, etc.
10:15 a.m. – 10:45 a.m.	Feature Discussion <ul style="list-style-type: none">• Guided Assistance• Outlook Integration• Agent scripting• Chat
10:45 a.m. – 11:00 a.m.	Break
11:00 a.m. – 11:15 a.m.	RightNow training: What type of training classes would you like to see?
11:15 a.m. – 11:45 a.m.	Customer Portal: Who’s using it, benefits, challenges, new pages set for Nov ’09, etc.
11:45 a.m. – 12:00 p.m.	Announcements: Idea Lab, User Summit, Topics for next User Group
12:00 p.m. – 1:00 p.m.	Lunch / Networking

Minnesota User Group: April 20, 2009

10:00 a.m. – 10:30 a.m.	Welcome and Introductions
10:30 a.m. – 11:30 a.m.	“Designing Workspaces” presentation by Minnesota Online
11:30 a.m. – 12:30 p.m.	“Showcasing Customer Portal” RightNow presentation
12:00 p.m. – 12:45 p.m.	Lunch / Networking
12:45 p.m. – 1:45 p.m.	Open Discussion <ul style="list-style-type: none">Discuss recent challenges and general application questions, share real-world solutions, and other potential solutions. If people are interested in different topics, consider breaking into smaller groups.
1:45 p.m. – 2:00 p.m.	Plan next Minnesota User Group

Seattle User Group: April 1, 2009

10:00 a.m. – 10:15 a.m.	Welcome and Introductions
10:15 a.m. – 11:30 a.m.	Roundtable Discussion: Knowledge base Optimization <ul style="list-style-type: none">• Promoting your KB—entry points, site map, link placement, syndication widgets• Managing your KB—publishing standards, finding new Answer content, updating Answers, improving search results, using products and categories• Increasing customer satisfaction
11:30 a.m. – 12:00 p.m.	Lunch / Networking
12:00 p.m. – 12:45 p.m.	How Concur uses RightNow Analytics and Feedback



- 1:00 p.m. – 1:45 pm. Breakout Discussions
- Customer Portal
 - Workflow Rules
- 1:45 p.m. – 2:00 p.m. Plan your next Seattle User Group
- Chat
 - Incident Rules

DC Metro User Group: March 31, 2009

- 10:00 a.m. - 10:15 a.m. Welcome and Introductions
- 10:15 a.m. – 11:00 a.m. Black and Decker: How Customer Service Ties Back to a Brand
- 11:00 a.m. – 11:15 a.m. Break
- 11:15 a.m. – 12:30 p.m. Show ‘n Tell: Agent Desktops
- 12:30 p.m. – 1:00 p.m. Lunch / Networking
- 1:00 p.m. – 1:45 p.m. Industry Discussions / Break-out Sessions
- Interacting with an International Customer Base (Wolters Kluwer)
 - Agent Motivation, what works, what doesn't, focusing on low cost to no cost (Black and Decker)
- 1:45 p.m. – 2:00 p.m. Plan the next DC Metro Area User Group