

Monday, November 9, 2009				
12:00pm - 6:00pm	Arrival of Customers and Registration for APAC Summit Conference 2009			
1:00pm - 5:00pm	Higher Education Technology Session at the Club Room (FOR ALL HIGHER EDUCATION CUSTOMERS)			
6:30pm - 10:30pm	Welcome Reception at the Radisson Resort Oasis Pool			
Tuesday, November 10, 2009				
7:00am - 8:30am	Breakfast Buffet			
7:30am - 8:30am	Ask the Experts Session Available - Resort Lobby Area			
8:45am - 9:00am	GENERAL SESSION: Augusta Room, Opening and Host Welcome, Steve Daines, Vice President and General Manager, APAC			
9:00am - 9:30am	GENERAL SESSION: Augusta Room, Jason Mittelstaedt, Chief Marketing Officer			
9:30am - 10:30am	GENERAL SESSION: RightNow Roadmap, Andrew Hull, Director Product Marketing			
10:30am - 10:45am	MORNING BREAK IN LINKS PRE FUNCTION AREA			
		8 Steps to Great Customer Experiences	Power Users	Customer Experience Best Practices
	BREAKOUT ROOMS	Genealogies	Pinehurst	St Andrews
		Establish a Knowledge Foundation <i>KB 101A</i> <i>Steph Owen</i>	Patterns for RightNow Data Integration <i>Ruben Martin</i>	Agent Desktop- Workflow <i>Chris Hamilton</i>
10:45 - 11:30am	Breakout 1			Customer Portal - Branding and Design Best Practices <i>Tomasz Kopyciok</i>
11:45am - 12:30pm	Breakout 2	Empower Customers <i>Customer Portal/</i> <i>Web Self-Service 101</i> <i>Andrew Hull</i>	Voice Self Service CTI/IVR <i>Micheal Bishop SmartSpeak</i>	Migrating to Customer Portal Page Set <i>Salim Jordan</i>
12:30pm - 1:30pm	LUNCH: Chelos Restaurant			
1:30pm - 2:30pm	GENERAL SESSION: AUGUSTA ROOM, TELECOM NEW ZEALAND			
2:45pm - 3:30pm	Breakout 3	Empower Frontline Employees - <i>Energy Australia</i> <i>Agent Desktop 101</i>	Extending Business Insights with RightNow Enterprise Analytics <i>Gregory Rice</i>	Upgrades With Ease <i>Tomasz Kopyciok</i> Co-Browse Best Practices <i>Alex Patison</i>
3:30pm - 3:45pm	AFTERNOON BREAK IN LINKS PRE FUNCTION AREA			
3:45pm - 4:30pm	GENERAL SESSION: AUGUSTA ROOM, CANBERRA CONNECT			
4:30pm - 5:15pm	Breakout 4	Offer Multichannel Choice <i>Contact Center 101</i> <i>Bud Bromley</i>	Advanced Customer Portal - Syndicated Widgets <i>Salim Jordan</i>	TimeTrade Presentation <i>Justin Mackedie - TimeTrade</i>
5:15pm - 6:30pm	FREE TIME AND PREPARE FOR GALA DINNER			
6:30pm	SHUTTLE Transportation provided to Seaworld THEME PARK FOR GALA DINNER (Meet front entrance of Radisson Resort hotel)			
7:00pm - 10:30pm	Pre-dinner drinks/Dinner and Entertainment at the Seaworld Theme Park			
Wednesday, November 11, 2009				
7:00am - 8:30am	Breakfast Buffet			
7:30am	Ask the Experts Session Available - Resort Lobby Area			
8:30am - 9:15am	GENERAL SESSION: AUGUSTA ROOM, CUSTOMER KEYNOTE/SHOWCASE TBC			
9:15pm - 10:00am	GENERAL SESSION: AUGUSTA ROOM, CUSTOMER KEYNOTE/SHOWCASE TBC			
10:00am - 10:15am	MORNING BREAK IN LINKS PRE FUNCTION AREA			
		8 Steps Case Studies to Great Customer Experiences	Power Users	Customer Experience Best Practices
	BREAKOUT ROOMS	Genealogies	Pinehurst	St Andrews
		Listen to your customers <i>Feedback 101</i> <i>Suman Verma</i>	Agent Desktop - Designing for Productivity <i>Bud Bromley</i>	Extending Business Insights with RightNow Enterprise Analytics <i>Gregory Rice</i>
10:15am - 11:00am	Breakout 5			Marketing Deliverability <i>Andrew Hull</i>
11:15am - 12:00pm	Breakout 6	Design Seamless Experiences <i>Workflow 101</i> <i>Sachin Davankar</i>	Patterns for RightNow Data Integration <i>Chris Hamilton</i>	Migrating to Customer Portal Page Set <i>Salim Jordan</i>
12:00pm - 1:00pm	LUNCH: Chelos Restaurant			
1:15pm - 2:00pm	GENERAL SESSION: Augusta Room, DISNEY INSTITUTE KEYNOTE PRESENTATION			
2:00pm - 2:45pm	Breakout 7	Engage Proactively <i>Bud Bromley</i>	RightNow Desktop Add-in Framework - Extending the Reach of the RightNow Agent Desktop <i>Chris Hamilton</i>	Social Web Landscape and Cloud Monitor <i>Andrew Hull</i>
2:45pm - 3:00pm	AFTERNOON BREAK IN LINKS PRE FUNCTION AREA			
3:00pm - 3:45pm	Breakout 8	Measure & Improve Continuously <i>Sachin Davankar</i>	Advanced Knowledge Base <i>Steph Owen</i>	Customer Experience Best Practices - Sales <i>Alex Patison</i>
3:45pm - 4:15pm	Close of APAC Conference, All, Augusta Room			