FUSION25 AGENDA

Humanizing Technology in Parking

TUESDAY, MAY 27

| 5:30 PM | Cocktail Party @ Eagle's Nest (+Scott's Retirement Party) |

WEDNESDAY, MAY 28

8:00 AM	Breakfast
9:00 AM	Opening Remarks + Keynote by Max Yoder
11:00 AM	API Integration 101 / ROI Calculation / HQ Tour
12:00 PM	Networking Lunch
1:30 PM	Software Platform Tips / Customer Journey / HQ Tour
2:30 PM	Troubleshooting 101 / LIVE Podcast Recording / HQ Tour
3:30 PM	Fireside Chat with John Johnson + Andy Bess
6:00 PM	Party @ Silo Auto Club, Sponsored by TEZ

THURSDAY, MAY 29

8:00 AM	Breakfast
9:00 AM	Technology Roadmap + Keynote by Amy Brown
11:00 AM	Identifying Call Types / Building a Culture of Excellence
12:00 PM	Customer Awards Lunch
1:30 PM	Importance of Onboarding / Using Tech to Enhance Operations
2:30 PM	Data-Driven Decision Making / Lessons Learned (Call Center)
3:30 PM	Balancing CX + Revenue / Call Center Leadership Panel
4:30 PM	Fireside Chat with Industry Leader Panel
6:30 PM	Indians Baseball Game + Dinner
8:30 PM	Unofficial After Party

FRIDAY, MAY 30

| 8:00 AM | Breakfast Send-Off |

contact us @ marketing@parkertechnology.com | learn more @ www.parkertechnology.com/fusion25