



DAY 1: Tuesday, February 4th

TIME	TOPIC
8:30 – 9:00 a.m.	Arrival & Light Breakfast
9:00 – 9:45 a.m.	Welcome & Tour of Viega Colorado Seminar Center – Chad Molen & Sara Quail, Viega
9:45 – 10:45 a.m.	Roundtable Introductions – Becky Mender & Lauren Varelmann, Esker • How long have you been using Esker? • What are you interested in learning more about?
10:45 – 11:00 a.m.	Break
11:00 a.m. – 12:00 p.m.	Customer Case Study – Tracy Hillegas, Philips Respironics
12:00 – 1:00 p.m.	Lunch
1:00 – 2:30 p.m.	Advanced Analytics & Reporting – Lauren Varelmann, Esker • Demonstrate Esker reports that help monitor processing efficiency • Combine Esker reports in Excel to compare efficiency data
2:30 – 3:00 p.m.	Break
3:00 – 4:30 p.m.	Customer Experience (CX) – Each organization to share initiatives utilized to improve CX – Becky Mender & Lauren Varelmann, Esker Topics to consider: • Identify opportunities for sales force & CSRs to avoid handling administrative duties & increase focus on CX • Chat tools for portals • Onboarding of CSRs to move more quickly to provide value for customers • Metrics & methods for measuring customer satisfaction
4:30 – 5:00 p.m.	Day 1 Wrap Up – Becky Mender & Lauren Varelmann, Esker
6:30 p.m.	Dinner at Gordon Biersch Brewery Restaurant – Sponsored by Esker 1 W Flatiron Circle, Broomfield, CO 80021



DAY 2: Wednesday, February 5th

TIME	TOPIC
8:30 – 9:00 a.m.	Arrival & Light Breakfast
9:00 – 10:30 a.m.	Esker Product & Order Management Solution Updates – Howie Hahn, Esker • What's new? What's coming? • Tips & Tricks • Open Q&A
10:30 – 10:45 a.m.	Break
10:45 – 11:45 a.m.	Employee Experience (EX) – Each organization to share initiatives utilized to improve EX – Becky Mender & Lauren Varelmann, Esker Topics to consider: • Work-from-home programs • Pay for performance • Continuing education • Metrics & methods for measuring employee satisfaction/engagement
11:45 a.m. – 12:00 p.m.	Day 2 Wrap Up – Becky Mender & Lauren Varelmann, Esker • Next meeting date/time? • In person or online? • Anyone willing to host in the future? • Future agenda topics?
12:00 – 1:00 p.m.	Lunch