



2022 User Conference Building A Better Experience.

October 24-26 | Denver, CO

A photograph of the Denver skyline at sunset. The sun is low on the horizon, creating a bright orange and yellow glow. Several skyscrapers are visible, with one in the center having a distinctive rounded top. The sky is a mix of orange, yellow, and light blue. In the foreground, there are green trees and a colorful water slide structure.

**The Customer Journey Is Ever Evolving.
Let's Build A Better Experience Together.**

Monday, October 24th

Time	Event	Location
5:30pm – 7:30pm	Welcome Reception – Meet & Mingle Join the IDI Team and Denver Broncos Hall of Famer Karl Mecklenburg for cocktails as we kick off an exciting 2022 Conference!	Fire Terrace

Tuesday, October 25th

Time	Event	Speaker
8:00am	Registration & Continental Breakfast	Ballroom Central
8:30am – 8:45am	Welcome & Introductions	Derrick Van Grol
8:45am – 9:30am	Keynote Speaker <i>Our special guest speaker is Former Denver Broncos Captain and All-Pro Linebacker Karl Mecklenburg! Karl's message of universal, unchanging keys to success will inspire the best qualities in your team.</i>	Karl Mecklenburg
9:30am – 10:15am	Product Roadmap <i>What's New & What's Next.</i> Our fan-favorite product expert will share exclusive insider access to our product roadmap.	Mike Holleran
10:15am – 10:45am	Newly Released Functionality <i>We'll take a deeper dive into new CostGuard functionality—including use case demonstrations, important updates, and fielding your questions.</i>	Jim Hart
10:45am – 11:00am	Break	
11:00am - Noon	Customer Portal <i>Providing a modern, mobile-responsive digital portal for end customers—learn about new enhancements, take a look at the latest progress, and see first-hand a prototype demo.</i>	Angela Sulzbach

Noon – 1:00pm	Lunch	
1:00pm – 1:45pm	Paymentus <i>Powering the next generation of electronic bill payments—get an overview of this new payment gateway, highlighting new and additional features not currently available with other options.</i>	Kenny Pierce
2:00pm – 3:00pm	Breakout Session #1 – It’s A Web, Web World <ul style="list-style-type: none"> Deep dive on the plan to phase out CostGuard Client and Server (e.g. web sales -> provisioning). 	Angela Sulzbach
	Breakout Session #2 – You Have A Future In Telecom <ul style="list-style-type: none"> Moderated discussion on the trends most impacting the industry and capabilities customers need from IDI. 	IDI Team
3:00pm – 4:00pm	Breakout Session #3 – Directly Speaking <ul style="list-style-type: none"> Discussion on recent enhancements to Direct Invoicing and how to leverage it for nonrecurring charges. 	Jim Hart & Kenny Pierce
	Breakout Session #4 – Integration & Automation <ul style="list-style-type: none"> Panel discussion on Web Service Support and User Configurable Automation. 	Steve Kosarko & Panel Guests
6:00pm – 9:00pm	Evening Event – An Underwater Adventure	Downtown Denver Aquarium

Wednesday, October 26th

Time	Event/Speaker	Speaker
8:00am	Arrival & Continental Breakfast	Ballroom Central
8:30am – 8:40am	Opening Remarks	Patrick Talty
8:40am – 9:30am	Web Sales <i>Support guided sales transactions for any service or product, in any sales scenario.</i>	Kenny Pierce
9:30am – 10:00am	Quadrant User Survey <i>Results sharing and discussion regarding your thoughts and opinions about our technology and systems.</i>	Jim Hart
10:00am - 10:45am	It's All About The Journey <i>Learn how to map customer and user experiences to a journey that gives you insights and hot points.</i>	Mike Holleran
10:45am – 11:00am	Break	
11:00am – 11:30am	Partner Case Study – Inland Cellular & Core Commissions	Mike Bly & Kirt Phillips
11:30am – 11:50am	Discussion Board	IDI Team
11:50am - Noon	Conference Wrap-Up	Carmen DeFeo