2016 Regional Training Conference

AGENDA Day 1

November 14th 2016		
Times	**Topic**	**Session Description**
8:00 - 8:45	**Registration & Breakfast**	Time to Eat!
8:45 - 9:00	**Welcome & Introductions**	A brief introduction to the CityView staff in attendance
9:00 - 10:15	**Creating the best Customer Experience**	This exciting session includes everything you need to know about the Support team. Everything from logging, monitoring, escalating your cases to communicating effectively with the support team for an improved customer experience! Let's work together to provide quicker and better resolutions.
10:15 - 10:30	**Coffee Break**	Break
10:30 - 11:45	**The BluePrince Core**	Did you know you can track up to 13 different project steps in BluePrince? Did you know that you can route approvals to different users, or groups of users within the system? During this session we will go through all of the Core Functionality within the system
11:45 - 12:45	**Lunch**	Time to Eat!
12:45 – 1:15	**Permits & Inspections**	Why do I need a structure for an Electrical Permit? The customer gave me the wrong address how do I change it? During this session we will show you how the Module was intended to be used, and the tips and tricks that can save you from questions like this.
1:15 - 2:30	**Code Enforcement**	Do you struggle to keep up with when you should out a notification letter? How many hours a year do you spend searching for pictures, notices, or working up letters? See how the Code Enforcement Module can help you with all of this and make managing the Code Enforcement process a breeze.
2:30 - 2:45	**Coffee Break**	Break
2:45 - 4:00	**Contractor Bundle**	RING…..RING…..RING Is this all you hear all day long? Contractor's wanting to know the status of their plan review, status of their inspection, and the list goes on and on. With tight budgets, and customers wanting things faster and faster your time during the day is more valuable than ever see how using the Contractor Bundle can help get some of it back.
4:00 – 5:15	**What do all of these other programs do?**	BluePrince come with a number of tools that can really help you in your day to day activities. From quickly running a much needed report for your boss to delivering quicker Inspection results to your contractors. See how the additional tools within the BluePrince Suite can keep things running smoothly.
6:30 - Until	**Dinner**	

AGENDA Day 2

November 15th 2016		
Times	**Topic**	**Session Description**
8:00 - 8:45	**Registration & Breakfast**	Time to Eat!
8:45 - 9:15	**What's New and Announcements**	During this session we will go over some of the new features within the system, as well as upcoming events and happenings at CityView
9:15 – 10:15	**Introducing Bluebeam Revu**	We will cover in detail the Harris Software for Life policy and what it means as well as take a look at Bluebeam Revu? Did you know that CityView is a Gold Certified Bluebeam Partner? During this session we will dive into the ins and outs of Bluebeam Revu. From marking up plans to redacting personal information for FOIA requests. See how Bluebeam Revu can really enhance everything about your daily work experience bringing proficiency and efficiency to routine tasks.
10:15 - 10:30	**Coffee Break**	Break
10:30 - 12:00	**Intro to CityView**	We are excited to show you the latest version of CityView. See how advances in technology have improved the user experience and efficiencies as we walk you through this live demo of CityView Workspace. We will focus on the 'In-Office' use of the system during this session.
12:00 - 1:00	**Lunch**	Break
1:00 – 2:15	**CityView**	Now that we've taken a look at CityView 'In-Office', let's expand our exploration to take a look at other exciting aspects available including CityView Portal, CityView Mobile, CityView Reporting and CityView Extensions.
2:15 - 2:45	**Q&A**	We will take some time to answer any questions you may have.
2:45 - 3:00	**Closing**	Conference Wrap-Up

Dinner Address:

TBD

Attendee Contact List

Jurisdiction	Name	Email
CityView	Dale Peters	dpeters@harriscomputer.com
CityView	Ryan Frommel	rfrommel@harriscomputer.com
CityView	Sean Higgins	shiggins@harriscomputer.com
CityView	Susan McCormick	smccormick@harriscomputer.com