

CUSTOMER KNOWLEDGE MANAGEMENT FORUM

OFFICIAL 2018 AGENDA

Time	Activity
8.30	Registration & Networking
9:00	Session 1
9:00	Welcome & Intro
9:15	Interactive Session
9:30	Keynote Presentation #1
10:20	Networking & Morning Tea
10:45	Session 2
10:45	Collaborative Exercise
11:00	Looking back: livepro over the last 12 months
11:15	Looking forward: livepro Road map
11:45	System Demonstration
12:15	Q&A session with livepro
12:30	Lunch & Networking (Systems Showcase)
1:30	Session 3
1:30	Group Discussion
1:45	Keynote Presentation #2
2:40	Client System Demo
3:00	Afternoon Tea
3:30	Session 4
3:30	livepro Communities Session
3:45	livepro Awards Showcase
4:15	Wrap up and Review
4:30	Drinks to Commence