

# 2008 Users Conference

May 14 – 16, 2008

## Agenda

### Wednesday, May 14

12:30 pm – 1:00 pm  
Conference Opening  
Current Platinum Releases

1:00 pm – 1:30 pm  
Exhibitor Introductions

1:30 pm – 2:15 pm  
CR Software User Peer Discussion Groups

- o (A) Skip Tracing
- o (B) Letter Outsourcing
- o (C) Call Outsourcing

2:15 pm – 3:00 pm  
CR Software User Peer Discussion Groups (Continued)

- o (A) Credit Bureau
- o (B) Dialer (IVR, Call Recording)
- o (C) Payment Processing

3:00 pm – 3:30 pm  
Afternoon Break (Meet with Exhibitors)

3:30 pm – 4:15 pm  
CR Software / Partner Solutions

- o (A) Imaging
- o (B) Letter Outsourcing
- o (C) Call Outsourcing

4:15 pm – 5:00 pm  
CR Software / Partner Solutions (Continued)

- o (A) Skip Tracing
- o (B) Credit Bureau
- o (C) Payment Processing

### Thursday, May 15

8:00 am – 9:00 am  
Continental Breakfast

9:00 am – 9:45 am  
**State of the Union**  
**Keynote Speaker**  
**Mike Homant, CR Software**

9:45 am – 10:30 am  
**Keynote Speaker**  
**Valerie Hayes, ACA International**

10:30 pm – 11:00 am  
Morning Break (Meet with Exhibitors)

(Thursday Continued)

11:00 am – 12:15 pm  
**Keynote Address**  
**Aldis Berzins, Special Olympics**

12:15 pm – 1:15 pm  
Luncheon

1:15 pm – 2:00 pm  
Concurrent Sessions

- o (A) Top Market Survey
- o (B) Real Time Data Mirror
- o (C) Titanium ORE

2:00 pm – 3:00 pm  
Concurrent Sessions

- o (A) Paymaster
- o (B) Dialer - IVR, Call Recording
- o (C) Platinum Release 4.14

3:00 pm – 3:30 pm  
Afternoon Break (Meet with Exhibitors)

3:30 pm – 4:15 pm  
Concurrent Sessions

- o (A) CRS Navigate
- o (B) Report Generator
- o (C) ISO 1779 vs. SAS 70

4:15 pm – 5:00 pm  
Concurrent Sessions

- o (A) Debt Buying
- o (B) Defaults!!!
- o (C) Compliance (State & Client)

### Friday, May 16

8:00 am – 9:00 am  
Continental Breakfast

9:00 am – 11:00 am  
Concurrent Bootcamp Training Sessions:

- o (A) 4.13 Platinum Release System Administrator Training
- o (B) Collection Best Practices (Managing / Measuring Collectors, Strategies / Jobs)

#### Additional Conference Events:

CRS Cocktail Reception: May 15, 6 pm  
CRS Banquet Dinner: May 15, 7 pm

The CR Software Demonstration Room will be open during ALL daytime sessions.

Agenda Subject to Change