

**PUG AGENDA  
 APRIL 24 and 25, 2006  
 CITY OF GLENDALE, CA**

<b>JOINT SESSIONS</b>
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<u>Monday, April 24, 2006</u>	<u>Presenter</u>
8:00 Registration & Continental Breakfast	
9:00 Welcome	Michelle Rowan
9:05 Guest Speaker	City of Glendale
9:15 Introductions, Logistics & Schedule	Michelle Rowan - Glendale
9:20 PUG Committee Report	Michelle Rowan - Glendale
9:30 Harris Corporate Report	Jeff Bender
<b>10:30 Break</b>	
10:45 New Products & Vision	Rob DiMurro
<b>12:00 Lunch - Provided</b>	TeleWorks - Presentation (Optional)
1:00 Breakout Sessions ( Workshops)	SEE TABS BELOW FOR WORKSHOPS

<b>6:00</b>	<b>No Host Networking Social Hour</b>	<b>Location to be Determined</b>
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<u>Tuesday, April 25, 2006</u>	<u>Presenter</u>
8:00 Continental Breakfast	
8:30 Elections & Next Year's Meeting	PUG Committee
8:45 Executive Steering Committee Report	Maria Hayes - Santa Clara
9:00 West Coast Support	Nadine Lilly
9:30 eSupport	Nadine Lilly
10:00 ACD / IVR Call Queue Management	Open Discussion - Mike Foley
<b>10:30 Break</b>	
10:45 Breakout Sessions ( Workshops)	SEE TABS BELOW FOR WORKSHOPS

<u>Wednesday, April 26, 2006</u>	<u>Optional</u>
	No Host Breakfast (Coffee, Drinks, and Snacks will be provided)
8:00	Cognos Reporting Tool Dan Murphy
9:00	Breakout Session
<b>10:30 Break</b>	