



# PCR Users Group 2023 Agenda

## Day 1 – Tuesday: September 19, 2023

<b>Time</b>	<b>Contents</b>
8:30am – 9:00am	<b>Meet and Greet</b>
9:00am – 9:30am	<b>Welcome/Introductions: Dena Mashburn, VP of Sales and Marketing; Aidin Mohsenin, Managing Director</b> <i>Introduction to Valsoft/Aspire and Aidin Mohsenin</i>
9:30am – 10:30am	<b>Helpdesk Review / Server Migrations: David Engblom QA and Process Manager</b> <i>Learn what's new with PCR-360 technology support. Review the helpdesk customer portal; discuss response times.</i>
10:30am – 10:45am	<b>Break</b>
10:45am – 11:45am	<b>Recent and Planned Changes: Rob Alber, Technical Development Manager</b> <i>Discuss the recent updates to PCR-360 as well as planned future changes and a quick update on NextGen.</i>
11:45am – 1:15pm	<b>Lunch</b>
1:15pm – 2:15pm	<b>New Feature – CustomerCenter Approvals Phase 2: Steve Stetler, Trainer</b> <i>Demonstrate an exciting new feature coming in 2023.1.</i>
2:15pm – 3:15pm	<b>New Feature - Contacts Bulk Update: Rob Alber, Technical Development Manager</b> <i>Demonstrate an exciting new feature coming in 2023.1.</i>
3:15pm – 3:30pm	<b>Break</b>
3:30pm – 4:30pm	<b>Tips, Tricks &amp; FAQ: I never thought of that! Jeremiah Sokolowski, Help Desk Manager</b> <i>Tips &amp; Tricks for using PCR-360; things you never knew or may have forgotten.</i> <ul style="list-style-type: none"> <li>• <i>Multiple Remove Actions</i></li> <li>• <i>Backup and Event Timing</i></li> <li>• <i>SD Link in Remarks</i></li> <li>• <i>Grid Filtering: Match Any Magic</i></li> </ul>
4:30pm – 5:30pm	<b>Social Hour</b>



## Day 2 – Wednesday: September 20, 2022

<b>Time</b>	<b>Contents</b>
8:30am – 9:00am	<b>Meet and Greet</b>
9:00am – 10:00am	<b>PCR-360 Roadmap: Rob Alber, Technical Development Manager</b> <i>Discuss the new five-year Roadmap and vote on possible new features.</i>
10:00am – 10:15am	<b>Break</b>
10:30am – 11:45am	<b>Barcode Again? Didn't we do this last year... Rob Alber, Technical Development Manager</b> <i>The scanner app is finally done! Let's discuss the new features and do a full walk-through.</i>
11:45am – 1:00pm	<b>Lunch</b>
1:00pm – 4:00pm	<b>Open Q&amp;A. Rob Alber, Technical Development Manager &amp; Developers/SME's</b> <i>Open discussion for any questions/comments</i> <ul style="list-style-type: none"><li>• <i>How can we make your job easier?</i></li></ul>
4:00pm-5:30pm	<b>That's a wrap! Social Hour</b> <i>Meet at the bar! Hang out and talk about anything other than work 😊</i>