

INTERCHANGE SUMMIT AGENDA 2017

Thursday, Sept. 21

Event Registration & Check-in

Open 1:00 PM to 2:30 PM

1st Level Stone - Northeast/Southeast Lobby Level 1

Afternoon Pre-Summit Training

3:00 PM to 5:00 PM

Junior Ballroom / Level 1

Improve your knowledge on changes being made to Advanced Inquiry that will allow you to schedule saved queries. Develop initial setup of both single account letters and trailer letters using Report Designer. Discuss workflow process solutions for new accounts and how to schedule multiple-step automated actions. Learn how implementation of the ReadyTrans Utility will benefit your business.

First Evening Networking & Cocktail Reception

Sponsored by PDCflow

6:00 PM to 8:00 PM

2nd Level Terrace Patio

Meeting Rooms 201-203

Take time to exchange ideas, develop new partnerships and network with fellow DAKCS customers. Meet new faces and build your business connections and relationships.

You can obtain Summit handouts online at <https://www.dakcs.com/dakcs-interchange-summit-2017>, and participate in further discussions on our LinkedIn DAKCS User Group.

Friday, Sept. 22

Morning Huddle & Power Breakfast

7:15 AM to 8:00 AM

Grand Ballroom / Level 2

Welcome Kick Off with Lex

8:10 AM to 8:30 AM

Junior Ballroom / Level 1

Compliance Playbook

8:30 AM to 9:30 AM

Junior Ballroom / Level 1

Focus of this session will be Credit Reporting and Data Furnisher Requirements with a discussion from our DAKCS' perspective and journey and from your individual journeys. Go further into Beyond ARM Built-in Compliance available options and learn how Compliance Playbook tools can improve compliance and expand consumer payment channels.

Break & Network

9:30 AM to 10:00 AM

Power Tips & Tricks

10:00 to 11:45 AM

Junior Ballroom / Level 1

These tips and tricks can help improve your business. Learn to automate your process and streamline workflow.

QwikDial: Drive results with newly designed Dashboards which provides analytical stats.

Report Designer: Design tricks to help create reports with ease.

Screen Designer: Increase productivity by creating custom screens.

Utilizing Triggers: Use System Triggers to kick off actions automatically when a status code is changed, a payment is made, New Business is dropped, and when running DAKCSnet Reports.

Action Maintenance and Collector Pull tables: These tools offer a wide range of configurability. Find out if what works well for other customers can work for your office.

Luncheon & Recognized Years of Partnership

Noon to 1:30 PM

Grand Ballroom / Level 2

Break & Network

1:30 PM to 1:45 PM

Power Workshop - How to Maximize your System

1:45 PM to 5:15 PM

Meeting Rooms 101-103 and Lounge / Level 1

This Workshop taps into the collective knowledge of attendees and experts to share ideas, gain a deeper understanding, and learn from peers. Individual tables will have expert representatives available to discuss and provide solutions specific to your questions. Choose six of the seven tables for 25 minutes each. At the end of the workshop, everyone will come back together to share thoughts, ideas, and ask additional questions.

Time Schedule as Follows:

1:45 - 2:10 PM - 5 min to rotate and break

2:15 - 2:40 PM - 5 min to rotate and break

2:45 - 3:10 PM

(15 minute break)

3:25 - 3:50 PM - 5 min to rotate and break

3:55 - 4:20 PM - 5 min to rotate and break

4:25 - 4:50 PM

4:55 - 5:15 PM - Join back together and recap

Choose From Seven Table Topics to Attend:

Best Practices, Client Success Stories, and Project Idea Exchange

Join Dax Nelson, Jared Warner, and Ashlee Hyden as we discuss best practices and solutions, data telemetry and analytics, client success stories, failure stories to learn from, what's on the horizon for DAKCS, and what to be ready for in the collections industry.

Open Discussion with Questions Related to QwikDial, QwikContact, QwikFlow, QwikClient, QwikFund

Meet with Eric Wahlstrom, Brandon Gabbert, Justin Devine, and Brent Walker as they answer questions related to the QwikSolve product line of DAKCS Solutions.

Find out why QwikContact is picking up traction as an omnichannel solution for consumers. Learn more about the new enhancements in QwikDial like dashboards and analytics, PCI Compliant payments using IVR, call recording pause and resume, configurable line count, new and improved call detection and analysis, call monitoring and coaching. Find out how scheduled recurring web payments in QwikFund can work for you as omnichannel solution for consumer payments.

Q & A on Beyond ARM Specific Tools: Report and Letter Designer, Action Maintenance (Workflow Process), Screen Designer, Advanced Inquiry

Reid Miller and Jeff Bomar answer questions about Report Designer, Letter Designer, Action Maintenance (creating custom workflows), Screen Designer, and Advanced Inquiry. Find out how these tools can benefit you and improve your business bottom line.

Data Import Utility and New Business Triggers Conversation

Tommy Secrist, Archie Smith, and Shane Sonognini plunge into the Data Import Utility and New Business Triggers including:

- Options for handling difficult data
- Subroutine answers and tips
- Strategies for data import and initial workflow setup

Deeper Dive into Compliance from an Industry and/or System Direction

Talk candidly with Lex Patterson, Scott Pizzello, and Randy Lee about Compliance. What are your biggest challenges/struggles? Do you have a success story you can talk about during this session? Have you been audited? How did that go? Discuss our DAKCS Compliance vision and direction.

Data Migration, Hosted Services, and Data Security

Join Travis Hodges, Art Scheel, and John Partridge to discuss how these important parts of the system can be optimized with hosted solutions. Discuss hosted services and find out how data security, cloud backup, and regular check ups can improve your system.

PDCflow Integration Solutions with DAKCS

Join Angelica Iniguez and Jeremy Fong from PDCflow and DAKCS specialist Julie Newman to discuss PDCflow's integration with DAKCS and how the systems work together.

Focus on the benefits of QwikFlow Signature and where this tool is accessed in the system, and how the product can be used to minimize chargebacks. Discuss the reconciliation process used for ACH and credit card processing. Learn how reporting features are utilized in everyday workflows. Find out how integrated IVR can create a 24-hour solution for payment collection and how to maintain compliant IVR payments. Review the logistics of utilizing the DAKCS Scoring and Recovery tool. Understand and increase the chance of collectability with your consumers.

Evening & Social

7:00 PM to 10:00 PM

Grand Ballroom - Level 2

Event sessions will end around 5:15 PM, but the DAKCS Interchange Summit isn't over. Dinner and social event begin at 7 pm in the Grand Ballroom of the Ogden Eccles Conference Center. (Attire is business casual.)

Saturday, Sept. 23

Ogden Local Festivities

All Day Saturday

Downtown Ogden - Historic 25th Street

If you plan to stay the weekend, don't forget that Saturday, Sept. 23rd is filled with events happening in Downtown Ogden. Early Saturday begin your day with a Suicide Prevention Walk on Historic 25th, take a walk around the Farmers Fall Market, enjoy the Harvest Moon Festival in the afternoon, and/or participate in the Mountain 2 Metro Urban Trail Run.

Enjoy some local breakfast spots like Union Grill, Karen's Cafe, A Good Life, Pig and a Jelly Jar, or just have some really good coffee at Wasatch Roasters, Grounds for Coffee, or Daily Rise.