

DAKCS

Interchange Summit

October 16, 2019

Wednesday

Check-In

1:00 PM - 3:00 PM

Ogden Eccles Conference Center (OECC). Choose your hands on Training Sessions and get your complimentary gift bag.

Hands-On Training Classes

3:00 PM - 5:00 PM

These sessions are offered at no additional charge, but signup will be required through event registration. Improve your knowledge and grasp of Report Designer and Account Workflow.

Report Designer Training

Beginner

Improve your knowledge of what Report Designer is and how it can assist you with your reporting needs within your office. The class will cover how data is pulled and how to organize the information into a meaningful report.

Advanced

Take your knowledge of Report Designer to the next level. Build upon the basics of Report Designer with advanced features, such as decision nodes and placing prompts within reports. Learn advanced sorting techniques and touch on subjects such as sub-reports and advanced SQL statements.

Account Workflow Training

Beginner

Organize and document your current account flow processes. Learn which system reports will help you with inventory control and to know where accounts are at in your system. Learn to troubleshoot account flow issues and touch on some basics regarding the numerous account workflow tools.

Advanced

Utilize advanced inquiry to search through your entire database and find accounts that need to be worked. Learn how new business, status code and payment triggers can assist with account workflow to automate processes.

Networking & Cocktail Reception

6:00 PM - 8:30 PM

The 5th Floor - 2411 Kiesel Avenue

Get to know your neighbors. Take time to exchange ideas, develop new partnerships and network with fellow customers. Meet new faces and build your business connections and relationships. Tapas style and beverages provided.

October 17, 2019

Thursday

Networking Continental Breakfast

7:45 AM - 8:30 AM

Summit Kick-Off

8:30 AM - 9:15 AM

Welcome to Summit Kick-Off - What's happened, what's ahead and where we are going.

CFPB NPR Discussion Panel

9:15 AM - 10:15 AM

Join guest compliance legal expert and industry advocate [Joann Needleman](#) as she dives deep into the CFPB Notice of Proposed Rule with special guests for discussion.

15 Minute Break

Power Tips & Tricks

10:30 AM - 11:30 AM

Automate your processes and streamline workflow with new tips and tricks that can help improve your business including:

QwikDial

E-Oscar Sonnet Integration

Client Invoicing

Compliance Module

Document Signature in QwikFlow

Consumer Portal Enhancements

11:30 AM to 12:30 PM Lunch

Action Roundtables

12:45 PM - 4:00 PM

Tap into the collective knowledge of participants to help share ideas, gain a deeper understanding, and learn from peers. Individual tables will have a DAKCS expert representative to discuss and provide solutions specific to your questions. A 15 minute break will be included as well as 5 minutes per table rotation.

These high-level topics stemmed from our initial conference survey responses. Roundtable topics include:

Agency Success Stories

Business strategies, best practices, and agency changes that work. Compliance, production targets, workforce recruitment and retainment trends.

Integrated Solutions

Learn about DAKCS partners and the integrated solutions available.

Compliance	Conversation related to Compliance and how DAKCS tools can help. Consent tracking in Beyond, Pay Data Center and QwikDial, Document Signature flows, new state terms and conditions, plus state regulations.
Beyond Q&A	Q&A discussion on Beyond ARM tools (Report and Letter Designer, Action Maintenance or Workflow Processes, Screen Designer, and Advanced Inquiry).
Data Import	Import utility and New Business Triggers Conversion.
IT & Security	Cloud computing, business continuity, hosted services, and data security.

Wrap-Up Discussion

4:10 PM - 5:00 PM

Nearing the end, everyone will come back together where experts from each roundtable will conduct a wrap-up discussion. This will be a time to share your thoughts, ideas and additional questions.

Dinner Party & Festivities

6:30 PM - 10:00 PM

The Monarch - Downtown Ogden @ 451 25th St.

Let the Magic Continue — Dinner party inspired by The Greatest Showman. “No one ever made a difference by being like everyone else.” ~ P.T. Barnum

Head over to the Monarch (located at 451 25th St.) around 6:30 PM and mingle. Festivities and dinner will begin at 7 PM in the Royal Room. Get ready for interaction, fun, and building connections. Guest tickets are available for purchase. Food and beverages will be provided. Transportation is on your own, but it's only a 5-minute walk away from the Eccles Conference Center.

October 18, 2019

Friday

Networking Buffet Breakfast

7:15 AM - 7:50 AM

Contact Solution Strategies

8:00 AM - 8:50 AM

Set yourself up for success when it comes to right party contacts, consent management tracking, best practices. We will discuss strategies that are effective in a world where quality assurance and compliance make the difference.

10 Minute Break

Strategy Breakout Tracks (Choose one)

9:00 AM - 9:45 AM

Track 1

Attract, Train, and Keep Talent

Join DAKCS HR Director Emily Wilde and ACA International Trainer, Amy Canaday for a candid conversation about helpful strategies you can put into place in your office to attract, maintain and keep talented individuals.

Track 2

Build Your Brand w/ Marketing

Work with Ashlee Hyden and Lex Patterson and discuss different tactics to elevate your brand. What changes are happening and why having an elevated brand makes the difference between you and your competition. Share ideas on how to market to your clients with helpful tips and tools.

15 Minute Break

What is your data really telling you?

10:00 AM - 10:50 AM

Follow along with expert, Tommy Secrist, and customer champions as they focus on KPIs for Collector Performance and tracking that data. This session will explore information about payments per collector, right party contacts, promise to pay data. Where and how this information can be gathered, and the reports and methods agencies are using to analyze and improve performance.

Data Enrichment Strategies

11:00 AM - 12:00 PM

What can your data tell you? How can your data be improved to be used more intelligently or efficiently? This discussion will focus on data segmentation, data enrichment, and how to put modern services to use within your agency.

Lunch & Years of Service Awards

12:00 PM - 1:00 PM

Enjoy lunch and honor those who received longevity awards as DAKCS customers for years through 2019 and 2018 mentions.

Summit Finale

1:10 PM - 2:00 PM

An open forum to exchange information and pull together ideas that come from the power of many. Bring your questions for group discussion.

October 19-20

After the Summit

Local options are available if you stay Friday to Sunday. Downtown Ogden offers a variety of local eateries and activities including Fall Market on Historic 25th St.

To learn more, reach out to ashlee@dakcs.com or go to visitogden.com.