

# AGENDA

Monday, October 24, 2022

The Forum // Main Stage

9:00AM **Registration // Breakfast//Networking**

10:00AM **Welcome Session - Jim Storer, The Community Roundtable**

10:15AM **Keynote: Coming Together in Trust - Margot Bloomstein, Author 'Trustworthy'**  
 Learn how voice, volume, and vulnerability can help your community regain trust and lead people from cynicism toward something far more productive: confident action.

11:00AM **Community Case Studies**

**Verint**  
 Building a Best-in-Class Community at Scale

**Higher Logic**  
 Community – More Than Just a Forum

**Common Room**  
 How We Created our First Community Advocacy Board using Common Room Intelligence

**Khoros**  
 How Schneider Electric Created Customers for Life with Khoros Community

**Hivebrite**  
 Building Community for Rural Entrepreneurs

12:00PM **Lunch // Networking**

1:15PM **Panel: Building an Engaged Community**  
 Join moderator Wayne Kurtzman, and guests Heather Wendt/Higher Logic, Jon Allen/Verint, Larry Imgrund/Khoros, to explore the foundations of building an engaged community.

2:00PM **Break // Networking**

2:30PM **Community Case Studies**

**Appspace**  
 Amplifying Culture Through Community

**Igloo**  
 Piloting the Plane. The Critical Role of Community Managers in Taking Off, Course Correcting, and Landing

**Insided**  
 How Unqork Creates a Unified Customer Experience with Community

**iTalent**  
 How SmartConX Enabled a Global Tech Giant to Connect the Digital Experience for Millions of Users

**Social Edge Consulting**  
 Community on the Move with Zapier

3:15PM **Break // Networking**

4:00PM **Panel: Building an Engaged Community**  
 Join moderator Claire Fletcher, and guests Rebecca Marshburn/Common Room, Brad Rooke/Igloo, and Fred Walters/iTalent for a discussion on the role of communities in the future of work.

4:45PM **Closing Remarks**

5:00PM **Networking // Reception//Door Prizes**

7:00PM **Partner Dinners**

Read detailed session descriptions and learn more about our speakers here: [the.cr/cts-sessions](https://the.cr/cts-sessions)



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The Hub // Demo Stage

- 11:00AM Stakeholder Engagement** - Brad Rooke & Pete Stratigakis, Igloo Software  
This session dives into communication, collaboration, knowledge management, and engagement challenges and opportunities for both internal and external audiences.
- 11:30AM Workplace Experience: The Future of Employee Engagement** - David Fletcher, Appspace  
When the workplace is everywhere, the experience is everything. See how the Appspace platform drives the future of employee engagement, with the twin turbochargers of communications and workplace management.
- 12:30PM Your Homepage Needs an Upgrade** - Dori Gray & Gary Lungarini, Social Edge Consulting  
Looking to improve engagement in your community without breaking the bank? A compelling homepage refresh can boost your employee and customer interaction – no custom development required.
- 1:00PM Unlock the Power of Your Community With Hivebrite** - Daniel Bush, Hivebrite  
Hivebrite can help you unlock the power of your community: strengthen engagement w/ best-in-class features; harness data to understand & enhance participation; and empower leaders to manage sub-communities.
- 1:30PM Using Community Intelligence to Surface Insights, Take Action, & Build Thriving Communities** - Rebecca Marshburn, Common Room  
See Common Room in action—from enabling you to quickly identify champions, build community programs, connect with members at scale, and triage product issues to growing your customer base.
- 2:15PM Solving Your Community Pain Points with Higher Logic** - Heather Wendt, Higher Logic  
No matter the type of community, there are issues and pain points that all of us face. Higher Logic platforms help you move from frustration into action with our communities purpose built for the customer experience.
- 2:45PM Verint Community for a Digital-First World** - Ramzi Banna, Verint  
Learn how to better empower and keep customers, partners, and employees engaged with a flexible, customizable community integrated with self-service and engagement tools.
- 3:15PM Connecting the Digital Experience** - Fred Walters, iTalent  
Successful communities require integrations with other platforms and applications. Learn how some of the biggest brands deliver a seamless user experience using SmartConX's innovative technology.
- 3:45PM Creating Customers for Life with Khoros Community** - Sam Larsen, Khoros  
From building metrics that matter to providing cost-saving solutions, our Community will improve your business outcomes. Learn how you can create customers for life with Khoros!
- 4:15PM A Look at InSided's Community Platform** - Andrew Carter, InSided  
inSided, focused entirely on B2B SaaS organizations, gives your customers a single place to view customer education resources, deliver product feedback, share best practices, and support each other.

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