CONNECT 2023 // AGENDA

Community Technology Summit
Wednesday, October 4, 2023

The Forum // Main Stage

Time	Session
9:00AM	**Registration // Breakfast**
10:00AM	**Welcome Session** *Jim Storer, The Community Roundtable*
10:15AM	**Keynote:** *Richard Millington, Feverbee*
11:00AM	**Community Case Studies from Analog Devices, Inc. and PTC**
12:00PM	**Networking // Lunch**
1:15PM	**Panel: Building an Engaged Customer Ecosystem**
2:00PM	**Break // Networking**
2:30PM	**Case Studies from AARP and Jazz Pharmaceuticals**
3:00PM	**Break // Networking**
3:45PM	**Panel: Secrets of a Successful Platform Launch (or Migration)**
4:15PM	**Community & AI** *Hans Scharler & Chen Lin, MathWorks*
5:00PM	**Closing Remarks and Questions**
5:15PM	**Reception and Networking**
7:00PM	**Optional Partner Dinners**

The Hub // Demo Stage

Bye Bye Keyword Search: An Integrated AI Solution for Your Community
Social Edge Consulting

Create Engaging CX with Verint Community
Verint

Bi-directional content syndication with SmartConX
iTalent Digital

Optimize Your Community Strategy: Unleash the Power of the Next-Generation Community
Khoros

The Community Technology Summit is a full-day learning experience, connecting community practitioners and partners, including platform providers, systems integrators, and consultants.

Learn from community technology experts at:

Khoros™

iTalent DIGITAL

higher logic

social edge CONSULTING

VERINT.

THE COMMUNITY ROUNDTABLE

Co-Located // One-Day Only

DATA-DRIVEN
COMMUNITY MANAGEMENT
A LIVE WORKSHOP WITH RICHARD MILLINGTON

1pm - 5pm ET

Learning // Sharing // Collaborating

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Thursday, October 5, 2023

8:00AM Breakfast and Networking

9:00AM Back Together! Welcome & Icebreaker
Jim Storer, The Community Roundtable

9:30AM Building a Community-Led Organization
Lisa Tallman, Community Food Navigator, in Conversation with Rosemary Tietge, Claris

10:30AM Morning Break and Networking

11:00AM Group Exercise: Practicing Resilience
Sean Marlin, The Community Roundtable

12:00PM Birds of a Feather Lunch

1:00PM How to Win Support and Influence the Enterprise *Allison Brotman & Hillary Boucher, UKG*

1:30PM A Community Migration Story
Peter Broadley, CSA Group

2:00PM Connecting Offline Events to Online Community *Laura Naylor, Sage Services*

2:30PM Total Community
Becky Scott, JumpCloud

3:00PM Afternoon Break and Networking

3:30PM Workshops: Community Skills Assessment or Building a Playbook

4:15PM Break

4:30PM Presentation of the Community Leadership Awards

5:00PM Closing and Group Photo

6:00PM Community Cocktail Party
The Point

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THE COMMUNITY ROUNDTABLE

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Friday, October 6, 2023

8:00AM Breakfast and Networking

9:00AM Ahas and Intentions

9:30AM Growing and Developing a Community Management Team *Sarah Mahon, AECOM*

9:45AM Something for Everyone Programming & Content with ESRI *Michelle Mathias and Jesse CLoutier, ESRI*

10:00AM Knowledge Networks at Merck - Getting Leaders to Share Value *Cyndy Wynne, Merck*

10:15AM Dead on Arrival: Resurrecting a Failing Community *Andrew Mishalove*

10:30AM Morning Break and Networking

11:00AM Getting the Green Light - Build messages people say YES to *Tamsen Webster*

12:00PM Wrap-Up and Thank Yous

12:30PM Birds of a Feather Lunch - Technology Platforms

1:30PM Co-Working

WHILE THE STRUCTURED PROGRAM ENDS AT 12:30PM WE ENCOURAGE YOU TO STAY AND CONTINUE YOUR CONNECTIONS WITH CO-WORKING UNTIL 4PM!

Connect 2023 is located in downtown Boston, MA at Convene Boston and includes breakfast, lunch, snacks, and unlimited beverages all three days.

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Khoros   iTalent DIGITAL   higher logic   social edge CONSULTING   VERINT   THE COMMUNITY ROUNDTABLE