



Interaction Update for Customers and Partners

Irvine, CA, August 12, 2009

8:30 A.M. – 9:00 A.M.	Registration & Coffee	
9:00 A.M. – 9:15 A.M.	Opening: West Region Manager <i>Mark Piskadlo</i>	
9:15 A.M. – 10:15 A.M.	IPA: The Latest Green Initiative <i>Rachel Wentink</i>	
10:30 A.M. – 11:45 A.M.	Interaction Update <i>Rachel Wentink</i>	
11:45 A.M. – 1:30 P.M.	Lunch & Disaster Recovery Best Practices <i>Troy Plott</i>	
1:15 P.M. – 2:30 P.M.	Customer	Partner
	Maximize your Investment <i>Cindy Phillips</i>	Presenting the Value <i>Andy Phillips</i>
2:30 P.M. – 3:15 P.M.	WFM Best Practices <i>Troy Plott</i>	Bits & Bites <i>Rachel Wentink</i>
3:55 P.M. – 4:40 P.M.	Optimizer Roadmap <i>Troy Plott</i>	Unlocking the Mystery <i>Veronica Stauffer</i>
4:45 P.M. – 5:30 P.M.	Best Practices with e-Services <i>Andy Phillips</i>	Optimizer Competitive <i>Troy Plott</i>