

CityView

2022 CityView Customer Conference Agenda



www.municipalsoftware.com/en/conference



**Please note, the agenda is identical for each conference location*

Tuesday

Session Time	Session Title	Session Description
3-6 p.m.	Registration	Welcome everyone to the 2022 CityView Customer Conference! Stop by the registration desk to check-in, collect your name tag, and network with staff members and peers.

Wednesday

Session Time	Session Title	Session Description
7:45-8:45 a.m.	Breakfast	Wake up and smell the café au lait.
9-10 a.m.	Opening Address	Our group leader, Sean Higgins, will share a 40-year retrospective.
10-10:45 a.m.	What's New - Part 1	Steve Favalaro will give an overview of all the new features we've released since last year.
10:45-11 a.m.	Break	Time for a breather.
11 a.m.-12 p.m.	What's New - Part 2	Steve has more great enhancements to share.



Session Time	Session Title	Session Description
12-1 p.m.	Lunch	Oh good – I’m starving!
1-2:30 p.m.	CityView Problem Solving: Configuration you can do yourself!	Thinking caps on! We’ll tackle some common problems you may not know you can solve.
2:30-2:45 p.m.	Break	Whew!
2:45-4:15 p.m.	Customer Presentation	Find out what your peers have been up to and steal some great ideas.
4:15-4:30 p.m.	Prizes and Logistics	Reward time with Manager of Customer Success, Ryan Monk.
6-8:30 p.m.	Dinner out on the town	Stay tuned for more information on social events.

Thursday

Session Time	Session Title	Session Description
7:45-8:45 a.m.	Breakfast	Wake up and smell the café au lait.
9-10 a.m.	Modern Day Analytics	A modern take on all the ways you can report on your CityView data.
10-10:45 a.m.	Self-Issuing Permits on Portal	Client Services has seen a rise in the number of you who want to take this burden off your staff and move it to the Portal. Let's see how it's done!
10:45-11 a.m.	Break	Get some fresh air.
11 a.m.-12 p.m.	Wish Upon a Star... a Portal, to be precise	Dreamtime! Meet with your peers in groups to create a wishlist for our new CityView Portal.
12-1 p.m.	Lunch	Yum!
1-2:30 p.m.	CityView Roadmap	Senior Vice President Susan McCormick gives you a glimpse of what is in store for the future, with some flashbacks to roadmaps of the past.
2:30-2:45 p.m.	Break	Stretch your legs.



Session Time	Session Title	Session Description
2:45-4:15 p.m.	Distribution Lists	Learn what these are and how to use them.
4:15-4:30 p.m.	Prizes and Logistics	More goodies from Ryan!
6-8:30 p.m.	Dinner	Stay tuned for more information on social events.

Friday

Session Time	Session Title	Session Description
7:45-8:45 a.m.	Breakfast	Un autre café pour moi?
9-10 a.m.	Wish Upon a Star...	Small groups will come back together, share their ideas and vote!
10-10:45 a.m.	Customer Presentations	Learn from your peers - details to follow.
10:45-11 a.m.	Break	Whew!
11 a.m.-12 p.m.	Show me the Money!	A special spin on Tips & Tricks, with focus on CityView Cashiering.
12-12:30 p.m.	Conference Close	Wrap up and thanks.