

e-Business Exchange & WebMonitor User Group Meeting Agenda for June 15 & 16, 2011

Wednesday, June 15th – Welcome Dinner

6:00 pm **Deuxave Restaurant & Bar**
371 Commonwealth Avenue, Boston, MA 02115
Telephone: 617-517-5915, <http://deuxave.com/>

Thursday, June 16th – Conference Room A, 4th Floor

8:30 Meeting room open for breakfast and conversation		
9:00	<p>WELCOME AND MEMBER EXCHANGE</p> <ul style="list-style-type: none"> Recent Accomplishments Current and Immediate Issues Other Concerns and Challenges 	<p>ALL MEMBERS – PLEASE BE PREPARED TO DISCUSS</p>
9:30	<p>INTERNET CHAT: THE ALTERNATE SERVICE CHANNEL</p> <ul style="list-style-type: none"> DALBAR will explore the quality of service being delivered via chat, discuss some chat related metrics, and look at what best-in-class performers are doing to differentiate themselves from competitors. 	<p>BRENDAN YEAGER, DALBAR, INC.</p>
10:30 – 11:00 Break		
11:00	<p>AMERICAN GENERAL'S eAPPOINT AND ePOLICY DELIVERY</p> <ul style="list-style-type: none"> Stefanie Carlson of American General demonstrates eAppoint and ePolicy Delivery, two Web-based tools that improve processing time and deliver results faster than traditional contracting and new business submission methods. 	<p>STEFANIE CARLSON, AMERICAN GENERAL</p>
12:00 Lunch – 31 st Floor		
1:00	<p>BREAKING DOWN THE DALBAR CRITERIA – BEST IN CLASS EXAMPLES</p> <ul style="list-style-type: none"> DALBAR presents best in class examples of evaluation criteria and highlights innovative and unique features that enhance user experience online. 	<p>JARED LICKLIDER, DALBAR, INC.</p>
1:45	<p>OPEN FORUM – BOARD MEMBER DIALOGUE</p> <ul style="list-style-type: none"> Topics of interest to members are discussed 	<p>ALL MEMBERS</p>
3:00 Adjourn		