

# 2009 Executive Summit | Agenda

September 14<sup>th</sup> – 16<sup>th</sup> | Monterey, CA

## Monday, September 14, 2009

### 9:00 - 4:00 Optional Pre-Conference Activities

#### *Merced Systems Open*

Join us for a complimentary round of golf at Pebble Beach's Championship Poppy Hills Course ([www.poppyhillsgolf.com](http://www.poppyhillsgolf.com))

#### *Merced Systems Fundamental Product Training*

Receive fundamental training in Merced Systems' two core products – Merced Performance Suite and Merced Incentive Compensation Management

**6:00 - 9:00 Welcome Reception (Conference Officially Opens)**  
- Intercontinental Hotel, Monterey Bay, CA

## Tuesday, September 15, 2009

### 8:00 - 10:00 General Session

Hear directly from leading companies on how they are achieving improvements in sales, service experience and cost reduction using performance management and other methods

### 10:00 - 4:00 Breakout Sessions

Choose the sessions you would like to join from a variety of business case studies and product knowledge sessions. Each of the sessions will include real-world case studies presented by our customers highlighting their individual learning and best practices. Session topics will include:

- *Achieving a Unified Customer Experience*
- *Reducing Defects: Getting to Right First Time*
- *Variable Pay Models in Contact Center*
- *Performance Coaching*
- *How To: 10 New Ideas in 45 Minutes*
- *Applying Six Sigma in a Service Environment*

### 6:30 - 9:00 Networking Dinner

Meet key executives from other leading organizations and share best practices and experiences from your own Performance Management initiative

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## Wednesday, September 16, 2009

### 8:00 - 12:00 General Session

Learn about Merced Systems' latest products, future releases and new service offerings

### 12:00 Conference Concludes

### 1:30 - 5:00 Optional Post Conference Activities

#### *Merced Systems Product Advisory Council*

Join the annual Merced Systems Product Advisory Council meeting to hear about new product capabilities and provide input on upcoming releases

### 6:00- 9:00 Dinner

Join us for an informal dinner in Monterey CA

## 2009 Executive Summit Logistics

All sessions will be held at the **Intercontinental Hotel, Monterey Bay, CA**

**Registration:** Conference price includes Merced Systems' optional pre and post-conference activities, a cocktail reception on September 14<sup>th</sup>, Breakfast and Lunch on the 15<sup>th</sup> and 16<sup>th</sup>, and a special networking dinner on the evening of September 16<sup>th</sup>. For the latest pricing, please visit [www.mercedsystems.com](http://www.mercedsystems.com).

**Hotel Accommodations:** After registering for the event, a Merced Systems representative will contact you to ensure you receive the best rate possible and coordinate arrival and departure with the Intercontinental Hotel. Please note, hotel accommodations are not included in the registration fee, but Merced Systems has secured a limited block of discounted rooms so please make your travel plans early.