

DAY 1

WEDNESDAY 10/18/2023

	Time
Registration & Breakfast	7:30am - 9:00am
Welcome Remarks & Introduction	9:00am - 9:15am

EMBRACING THE FUTURE

SESSION 1: Navigating the Future with IMPACT's Vision

Morning Break 11:15

10:00am - 10:15am

SESSION 2: Navigating the Nuances of Regulation-F Compliance with IMPACT

Morning Break 2

11:15am - 11:30am

SESSION 3: Decoding Successful Collections - Navigating IMPACT's Strategy Dashboards for Optimal Engagement & Payment Channels

**+
Optimizing Collections with IMPACT's AI: Streamlining Inbound Calls & Enhancing Debtor Self-Service**

Lunch

12:30pm - 1:30pm

SESSION 4: Instant Debtor Contact Gratification - Master the Craft of Compelling & Compliant Text and Email Messages

Afternoon Break

2:30pm - 2:45pm

SESSION 5: For Advanced Users - Unlocking the Secrets of Revenue Optimization in Collections

Dinner at Opium Terrace Front

6:00pm - 8:00pm

DAY 2

Thursday 10/19/2023

	Time
Breakfast	8:00am - 9:00am

**SESSION 1: Delving Deeper into History Transcription Analysis with IMPACT
+
Debtor Portal Login Security with Dual Authentication in IMPACT**

Morning Break

**10:00am -
10:15am**

**SESSION 2: For Advanced Users - Creating your own APIs without Code with IMPACT Universal EDI Tool
+
Diving Deep into IMPACT's Advanced Toolset**

Morning Break 2

**11:15am -
11:30am**

SESSION 3: Mastering IMPACT's EDI/ETL Toolkit - A Deep Dive Training Clinic into Advanced Data Management

Lunch

**12:30pm -
1:30pm**

SESSION 4: Adapting to the Changing Compliance of the Telecom Landscape & Debtor Digital (Text, Email, & AI) Contact Engagement with IMPACT

Afternoon Break

**2:30pm -
2:45pm**

SESSION 5: A Year in Review: The Evolution of the IMPACT Ecosystem