

MICHAEL  
FRIEDLAND  
ASSOCIATES

Marketing  
Communications

Support.com  
Annual  
Users Conference  
Case Study









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## Registration & Information

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### Agenda at a Glance

TIME	TOPIC	SPEAKER
8:00 AM	Registration	
8:30 AM	Breakfast	
9:00 AM	Keynote: The Future of Support Automation	John Doe
9:30 AM	Panel: Best Practices in Support Automation	John Doe, Jane Smith, Bob Johnson
10:00 AM	Break	
10:30 AM	Workshop: Implementing Support Automation	John Doe
11:00 AM	Panel: Case Studies in Support Automation	John Doe, Jane Smith, Bob Johnson
11:30 AM	Break	
12:00 PM	Lunch	
1:00 PM	Panel: The Role of AI in Support Automation	John Doe, Jane Smith, Bob Johnson
1:30 PM	Break	
2:00 PM	Workshop: Integrating Support Automation with Existing Systems	John Doe
2:30 PM	Panel: The Future of Support Automation	John Doe, Jane Smith, Bob Johnson
3:00 PM	Break	
3:30 PM	Panel: The Role of Support Automation in the Enterprise	John Doe, Jane Smith, Bob Johnson
4:00 PM	Break	
4:30 PM	Panel: The Future of Support Automation	John Doe, Jane Smith, Bob Johnson
5:00 PM	Break	
5:30 PM	Dinner	

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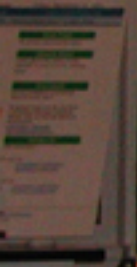
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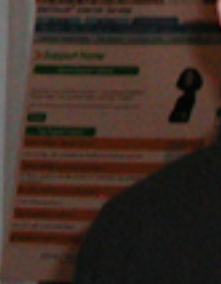


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## Agenda at a Glance

### Sunday, October 21

3:00 pm - 6:00 pm Registration (Regency Foyer)

### Monday, October 22

7:30 am - 9:00 am Registration & Breakfast (Regency Foyer)

9:00 am - 12:30 pm Customer Presentations & Insights (Grand Ballroom)

12:30 pm - 1:30 pm Lunch - Solutions Showcase (Gold Ballroom)

1:30 pm - 5:15 pm Breakout Sessions (Main Peaks North)



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Thank you...