



CE/CRM Curated Agenda

Sunday, Oct 15

Time	Session	Location
08:00 AM	Academy - Around D365 in a Day for D365 CE (CRM)	E212AB
08:00 AM	Academy - D365 Admin Black Belt	E213

Monday, Oct 16

Time	Session	Location
08:00 AM	Academy - D365 Admin Black Belt	E213

Tuesday, Oct 17

Time	Session	Location
07:00 AM	Keynote Breakfast	Crown Ballroom Lobby
08:00 AM	Keynote Program	Crown Ballroom
09:30 AM	Conscious Leadership - Managing chaos, delivering customer success & developing your way of working with the Microsoft Cloud	Richardson Terrace
11:15 AM	PSS: Beyond Borders: Unlocking Success with Tips and Tricks in International Microsoft Dynamics and Power Platform Projects	W201AB
11:15 AM	PSS: Maximizing Dynamics Sales & Power Platform: Beyond Sales to Unlocking Recurring Revenue Growth and Advanced Subscription Management	W205C
11:15 AM	PSS: Duplicate Data: Detect and Merge Like a Pro!	E216B
12:15 PM	Lunch Break	Hall C (Expo Floor)
01:30 PM	Better Document Management in CRM: From Cluttered Chaos to Streamlined Simplicity	Richardson C
02:45 PM	My Top 10 AI Features That Digitally Transformed Customer Service Teams	E214
05:30 PM	Expo Hall Open	Expo Floor
05:30 PM	UG Welcome Reception on Show Floor	Expo Floor

Wednesday, Oct 18

Time	Session	Location
07:00 AM	Breakfast	
08:30 AM	60 Power Platform Tips in 60 Minutes	Richardson C
09:45 AM	Things I Know Now that I Wish I Knew Sooner About Dynamics 365 CE/CRM	E215AB
11:00 AM	PSS: Streamlining Your Accounts Receivable Process: The Power of Automation	W209C
11:00 AM	PSS: Reinventing Maps for Dynamics 365 CRM/Field Service and Dataverse - Presented by Inogic	W204AB
12:00 PM	Expo Hall Open	Expo Floor
12:30 PM	Lunch Break	Hall C (Expo Floor)
02:30 PM	Defeating CRM Adoption Challenges	Richardson C
04:30 PM	Women in Tech (WIT)	Legends Theater (Expo Floor)
06:00 PM	NASCAR Hall of Fame Reception	NASCAR Hall of Fame

Thursday, Oct 19

Time	Session	Location
07:30 AM	Breakfast	
08:30 AM	CE/CRM & Power Platform General Session	Crown Ballroom
11:00 AM	PSS: How to use AI to drive intelligent user adoption across the Power Platform, Dynamics 365, and beyond	E221B
11:00 AM	PSS: Taking the Legwork out of Complex Selling with Experlogix and Dynamics 365	W209A
12:00 PM	Expo Hall Open	Expo Floor
12:30 PM	Lunch Break	Hall C (Expo Floor)
02:30 PM	Chat Chili: Spice Up Your Dynamics 365 CE/CRM and Power Platform Experiences with a Dash of Copilot and a Pinch of ChatGPT	E218
03:30 PM	Diversity, Equity, Inclusion, and Belonging (DEIB) Panel	Legends Theater (Expo Floor)
05:00 PM	Summitland Prize Drawings	Legends Theater (Expo Floor)

Friday, Oct 20

Time	Session	Location
07:30 AM	Breakfast	
08:30 AM	Selling like a Boss with Dynamics 365 Sales	Richardson C
09:45 AM	Copilots: A Complete Rundown How to Use Open AI in the Power Platform	E217
11:00 AM	Power BI Cookbook: 5 Recipes for Business Central / NAV power users and analysts looking to build reports	E219A

SEE YOU OCTOBER 15-20!