



FUSION25 AGENDA

Humanizing Technology in Parking

TUESDAY, MAY 27

5:30 PM Cocktail Party @ Eagle's Nest (+Scott's Retirement Party)

WEDNESDAY, MAY 28

8:00 AM Breakfast
9:00 AM Opening Remarks + Keynote by Max Yoder
10:45 AM Snack Break
11:00 AM API Integration 101 / ROI Calculation / HQ Tour
12:00 PM Networking Lunch, Sponsored by Get My Parking
1:30 PM Software Platform Tips / Customer Journey / HQ Tour
2:30 PM Troubleshooting 101 / LIVE Podcast Recording / HQ Tour
3:15 PM Snack Break
3:30 PM Fireside Chat with John Johnson + Andy Bess
6:00 PM Party @ Silo Auto Club, Sponsored by TEZ

THURSDAY, MAY 29

8:00 AM Breakfast
9:00 AM Technology Roadmap + Keynote by Amy Brown
10:45 AM Snack Break
11:00 AM AI in Customer Service / Building a Culture of Excellence
12:00 PM Customer Awards Lunch
1:30 PM Importance of Onboarding / Using Tech to Enhance Operations
2:30 PM Data-Driven Decision Making / Lessons Learned (Call Center)
3:15 PM Balancing CX + Revenue / Call Center Leadership Panel
3:30 PM Snack Break
4:30 PM Fireside Chat with Industry Leader Panel
6:30 PM Indians Baseball Game + Dinner, Sponsored by TIBA Parking
8:30 PM Unofficial After Party

FRIDAY, MAY 30

8:00 AM Breakfast Buffet Send-Off