

# 2019 Chicago Sugar Workshop

## May 15 Agenda

Time	Session
9:00 am – 9:15 am	Introduction
9:15 am – 10:00 am	New SugarCRM Features Presented by Megan Sheehan of Technology Advisors
10:00 am – 10:10 am	10 Minute Break
10:10 am – 10:30 am	How We Use Zendesk & MailChimp at Fanatical Labs presented by Jon Sheppard of SugarOutfitters
10:30 am – 11:00 am	How to do Your CRM Strategic Planning Presented by Sam Biardo of Technology Advisors
11:00 am – 11:45 am	Customer Spotlight: Captive Resources with Jean-Paul Lupori of Captive Resources
11:45 am – 12:45 pm	Lunch
12:45 pm – 1:10 pm	Customer Favorite Add-ons on SugarOutfitters presented by Jason Eggers of SugarOutfitters
1:10 pm – 2:10 pm	SugarCRM Roadmap presented by Samer Baroudi of SugarCRM
2:10 pm – 2:20 pm	10 Minute Break
2:20 pm – 2:45 pm	Relationship Analytics presented by Johnny Helmberger of TrustSphere
2:50 pm – 3:25 pm	The Evolution of Communications from Pre- Internet Days to the Digital Cloud Era and Beyond presented by Alex Gonzalez of ActivePBX
3:25 – 4:00 pm	Lightning Talks
4:00 pm – 5:00 pm	Drink & Appetizer Reception