

Customer Engagement & Commerce (CRM) Special Interest Group

Meeting to be held on Tuesday 10th February 2015

At SAP Objects House, Vanwall Business Park,
Vanwall Road, Maidenhead, Berkshire SL6 4UB

AGENDA



09:30	Registration & Coffee	All
10:00	Introduction & Welcome	Chris Horne SIG Chair
10:05	Round the Room Introductions	All
10:15	User Group Session	Adam Cundell User Group
10:30	Customer Engagement & Commerce Overview	Roland Van Breukelen SAP
11:30	COFFEE & NETWORKING	All
12:00	Multi-channel Contact Centre implementation with SAP Cloud for Service, HANA Cloud Portal and SAP Contact Centre at Cardiff City Council	Thierry Crifasi Bluefin Solutions & Ross Maude Cardiff City Council
13:00	LUNCH & NETWORKING	All
14:00	Hybris Marketing	Roland Van Breukelen SAP
14:30	Hybris Commerce platform	Rupert O'Halloran SAP
15:00	Open Discussion	All
15:30	Close	All

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We reserve the right to change the agenda at any time

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