

2020 Virtual CourtView User Conference Agenda

September 30, 2020

9:00 am to 10:00 am	<p>Track 1: <i>What's New in CourtView®</i> Do you have trouble keeping up with release notes? This session will review the newest features and enhancements of the most recent CourtView 2 and CourtView 3 releases.</p> <p>Track 2: <i>What's New in eServices & Judicial Tools</i> Join us to learn about the new features and enhancements of the most recent eServices and Judicial Tools releases.</p>
10:15 am to 11:15 am	<p>Track 1: <i>Inside Customer Care</i> This session will help you gain a better understanding of the equivant Product Release process, as well as some of the tools available to make your customer experience more rewarding.</p> <p>Track 2: <i>CourtView® 2 Tips & Tricks</i> In this session, we'll review some of our favorite time-saving features of the CourtView 2 application.</p>
11:30 am to 12:30 pm	<p>Track 1: <i>Introduction to CourtView® 3 Orders</i> Join us for an introduction to the CourtView 3 Orders function. Learn what Orders is, how to create simple Orders, and what happens when Orders are processed.</p> <p>Track 2: <i>Troubleshooting Bookkeeping Issues</i> Always a favorite, this session will take a look at some of the bookkeeping issues that customers have reported, and the troubleshooting steps our experts take to resolve them. Although illustrated using the CourtView 2 application, this session will be relevant to users of both CourtView applications.</p>
12:30 pm to 1:30 pm	<p>Break for Lunch</p>
1:30 pm to 2:00 pm	<p>JWorks Demo If you have 30 minutes, we'll give you a peak at the future of Court Case Management with our newest CMS: JWorks!</p>
2:15 pm to 3:15 pm	<p>Track 1: <i>Advanced CourtView® 3 Orders</i> For those of you looking to expand your understanding of Orders, this session will dive deeper into some of the more robust capabilities of the Orders feature.</p> <p>Track 2: <i>Customer Care Choice</i> Join us as one of our Customer Care experts shares some of their favorite features of the CourtView 2 application.</p>

3:30 pm to 4:30 pm

Track 1: *Judicial Tools Overview*

Take a look at our "on the bench" solution created specifically for your judicial officers and their staff that works with both CourtView applications!

Track 2: *Proposed Orders Workflow*

This session will provide an overview of the eServices Proposed Orders feature, with a concentration on "workflow".

4:45 pm to 5:45 pm

Track 1: *What's New in CourtView® (Repeat)*

Do you have trouble keeping up with release notes? This session will review the newest features and enhancements of the most recent CourtView 2 and CourtView 3 releases.

Track 2: *What's New in eServices & Judicial Tools (Repeat)*

Join us to learn about the new features and enhancements of the most recent eServices and Judicial Tools releases.

6:00 pm to 7:00 pm

Track 1: *Inside Customer Care (Repeat)*

This session will help you gain a better understanding of the equivant Product Release process, as well as some of the tools available to make your customer experience more rewarding.

Track 2: *CourtView® 2 Tips & Tricks (Repeat)*

In this session, we'll review some of our favorite time-saving features of the CourtView 2 application.