












## Monday, 5/16/2022










Time	Session	Location	Description	Who Should Attend?
3:00 - 7:00 PM	Registration Open	Event Hub (foyer)	Check in to receive the most up-to-date summit information and some great Sagent swag!	Everyone
5:00 - 7:00 PM	Welcome Reception	Uptown Ballroom	Mix and mingle with the Sagent staff and conference attendees. Join us for cocktails, entertainment, and fun surprises! ♡ Sponsored by Computershare and ServiceLink	Everyone

## Tuesday, 5/17/2022

Time	Session	Location	Description	Who Should Attend?
8:00 - 8:45 AM	Breakfast	Charlotte Rooms F, G, & H	♡ Sponsored by Computershare and ServiceLink.	Everyone
8:45 - 9:00 AM	Welcome & Kick Off	Charlotte Rooms D & E	Get fired up for Ignite 2022! Prizes will be given out from our Monday challenges.	Everyone
9:00 - 10:00 AM	Sagent Executive Panel - Ask Me Anything	Charlotte Rooms D & E	Join us as Sagent Executives recap 2021 and what that means for the vision of the company and for you.	Everyone
Breakout Sessions	10:15 - 12:00 PM Product Vision	Charlotte Rooms D & E	Meet our new Chief Product Officer, Courtney Thompson, and learn more about Sagent's vision for our product. Get the scoop on new Sagent initiatives that directly impact you.	Executive/Managers
	10:15 - 12:00 PM Scripting Best Practices (LoanServ)	Charlotte A	Join us to learn best practices from both a general point of view and from the migration from IE to Chrome and Edge.	Users/Admins
	10:15 - 12:00 PM Automated Workflow Generation (TEMPO)	Charlotte B	Demonstrate how admin users can create event/task/Comtag, dynamic data forms (DDFs), and Field Rule Creator configurations to trigger automated workflows.	Users/Admins
	10:15 - 12:00 PM Feature Awareness & Administrative Panel (CARE)	Charlotte C	Learn about CARE features that bring value to you!	Users/Admins
12:00 - 1:00 PM	Lunch	Charlotte Rooms F, G, & H	♡ Sponsored by Computershare and ServiceLink.	Everyone
1:00 - 2:00 PM	Voice of the Customer	Charlotte Rooms D & E	Hear from your peers on value stories by using Sagent products and features.	Everyone

Breakout Sessions	2:00 - 3:00 PM	Fireside Chat	Charlotte Rooms D & E	We want to hear from you. Our time to gather around and discuss top of mind topics.	 Executive/ Managers
	2:00 - 3:15 PM	Recent LoanServ Features & How to Use Them	Charlotte Rooms A & B	Learn about underutilized features and how you can easily adopt them. (LoanServ)	 Users/ Admins
	2:00 - 3:15 PM	Bankruptcy (LoanServ)	Charlotte C	Learn about the parameters that drive bankruptcy processing.	 Users/ Admins
	3:00 - 5:00 PM	Dessert Bar Open	Event Hub (foyer)	♡ Sponsored by Factual Data, CA, LCI, VisionNet, and CoreLogic.	 Everyone
Breakout Sessions	3:15 - 4:00 PM	Journey to Digitization	Charlotte Rooms D & E	Playbook on how Sagent's vision supports your digital end to end processes.	 Executive/ Managers
	3:30 - 4:30 PM	Sagent 360 - Favorite Features for Quick Wins (all products)	Charlotte Rooms A & B	Did you know Sagent offers a 360 service for a holistic view of your business? Learn about the top requests during a Sagent 360. Find out about our most requested features from you, our customers.	 Users/ Admins
	3:30 - 4:30 PM	Security - Field Level Authorization (LoanServ)	Charlotte C	Learn how to set Field-Level Authorization (FLA), partial masks, privacy, and critical/sensitive field indicators, and how to create and maintain custom views for FLA.	 Users/ Admins
	4:00 - 5:00 PM	Partner Integrations & Innovation	Charlotte Rooms D & E	Hear from our partners about existing integrations that you can take advantage of. Learn about new partnerships in development.	 Everyone
	6:00 - 8:00 PM	Offsite Event	Corona Rooftop Deck, Trust Field	Join Sagent as we take over the <b>Charlotte Knights</b> ! Let's get social and enjoy a night of baseball, food & fun. ♡ Sponsored by a360i.	 Everyone

## Wednesday, 5/18/2022

	Time	Session		Description	Who Should Attend?
	8:00 - 8:45 AM	Breakfast	Charlotte Rooms F, G, & H	♡ Sponsored by Computershare and ServiceLink.	 Everyone
	8:45 - 9:00 AM	Day 2 Kick Off	Charlotte Rooms D & E	As we wrap up Ignite 2022, hear some final thoughts, and of course, more prizes will be handed out!	 Everyone
	9:00 - 10:00 AM	Voice of the Customer	Charlotte Rooms D & E	Hear from your peers on recently adopted features and the success they've achieved.	 Everyone
Breakout Sessions	10:15 - 11:00 AM	Servicing Themes	Charlotte Rooms D & E	Based on your feedback, hear common themes across customers.	 Executive/ Managers
	11:00 - 12:00 PM	So What?	Charlotte Rooms D & E	You've shared your thoughts, now what? Sagent to review what you should expect in the next 30-60-90 to keep the Ignite flame burning.	 Executive/ Managers
	10:15 - 12:00 PM	Order Management (TEMPO)	Charlotte A	See our demo on how TEMPO servicer users can order, track, and receive fulfillment documents via Order Management within TEMPO from third party vendors.	 Users/ Admins
	10:15 - 12:00 PM	CARE 2.0 (CARE)	Charlotte B	Are you ready for CARE 2.0? Learn about what's coming, what you need to know, and what value it will bring your customers.	 Users/ Admins
	10:15 - 12:00 PM	Escrow (LoanServ)	Charlotte C	Review data updates needed for escrow analysis changes and learn how to use other features related to escrow.	 Users/ Admins
	12:00 - 1:00 PM	Lunch/Closing	Charlotte Rooms F, G, & H	♡ Sponsored by Computershare and ServiceLink.	 Everyone