



Agenda Topics Overview

Gaylord Rockies | Denver, CO | Pre-Con: Dec. 7 | HCTC: Dec. 8–10



DataVoice is excited to see you at HCTC 2026!

The Harris Customer Training Conference (HCTC) is an invaluable opportunity for utility professionals to come together, share their experiences, and learn from one another in a collaborative environment. Attendees will benefit from engaging with experts from DataVoice and other utilities from across the country. We will demonstrate new features, discuss best practices, be available for question and answer and most importantly gain valuable insights from real-world experiences. Attendees will also have the opportunity to explore the benefits of Harris partner systems and their features. This conference is designed to foster a dynamic exchange of knowledge, ensuring that everyone leaves with enhanced skills and fresh perspectives to apply in their work. Join us at HCTC to elevate your expertise and contribute to the collective growth of our professional community.

We are looking forward to spending three days with you, packed with informative sessions, customer insights, and a look at what's ahead for DataVoice!

Session Highlights

- **What's New at DataVoice**
- Learn about the latest enhancements and innovations we've introduced since our last HCTC.
- **Customer Perspectives**
 - **Mitchell EMC** – *What Can DataVoice Do?* Hear firsthand how Mitchell EMC is leveraging DataVoice solutions to improve operations and customer service.
 - **Collier County** – *Notifications and How They Can Be Used* Learn practical ways to maximize notifications to better engage and communicate with your customers.
- **AI Update & Introduction to Relay**



For more information, please visit: harriscomputer.com/events



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Get an exclusive look at **Relay**, DataVoice's very own AI Assistant, and discover how artificial intelligence is shaping the future of utility communications.

- **Reports & Dashboards**

Explore reporting tools and dashboards that provide actionable insights to help you make informed decisions.

- **Product Road Map**

See what's on the horizon and get a preview of future enhancements and upcoming features.

- **Round Table Q&A**

An open discussion where you can ask questions, share ideas, and collaborate with fellow utility professionals and the DataVoice team.

We're excited to reconnect with everyone, share what's new, and learn from each of you. Thank you for being part of the DataVoice family—we can't wait to see you!



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