CiviCRM®

Time	Session		
09:15 – 09:45	**Arrival, Refreshments and Networking**		
09:45 – 10:00	**Welcome to CiviCamp Birmingham** Heather Oliver, Red Hot Irons		
10:00 – 10:45	**Talk to CiviCRM** Michael McAndrew, Third Sector Design We'll demo a new CiviCRM extension - Dialogflow - that allows you to build natural conversational experiences with CiviCRM. Your users can do things like sign up for newsletters, schedule appointments, register for events, and ask questions, via services like WhatsApp, Facebook, Skype, SMS, webchat and so on. As well as demoing the extension, we'll look into how we approached the project, and give some pointers on how and when to do custom development, and how and when to avoid it!		
10:45 – 11:30	**Custom Searches / Reports with the Data Processor** Jaap Jansma, CiviCoop	**Introduction to CiviCRM** Rose Lanigan, Ruza Solutions	**Case Study** Oliver Gibson, Northbridge Digital
11:30 – 12:15	**CiviCase: Unlocking CiviCRMs workflow management module** Jamie Novick, compucorp	**An Introduction to Data Modelling** Rebecca Tregenna, Third Sector Design	**CiviCRM and The Civi Community** Craig Almond, GMCVO Databases
12:15 – 13:00	**Lunch and Networking**		
13:00 – 13:30	**Lightning Talks** A series of short presentations (3-5 minutes) on any topic related to CiviCRM. An opportunity to see what's coming soon!		
13:30 – 14:15	**How to write documentation for CiviCRM** Mikey O'Toole	**Communications in CiviCRM** Andy Clark	**Integrating with your CMS** Rose Lanigan, Ruza Solutions Nic Wistreich, Visualist
14:15 – 15:00	**CiviCRM Reports and Extensions** William Mortada, Technology for Social Purpose	**Case Study** Dave Morton, Circle Interactive	**Case Study: Experiencing CiviCRM as a new user and developer** Jade Gaunt, GMCVO Databases
15:00 – 15:30	**Refreshments and Networking**		
15:30 – 16:15	**Ask an Expert** Looking for some advice or support with CiviCRM? This is your opportunity to join a group discussion with a CiviCRM expert.		
16:15 - 16:30	**Close**		

Venue: The Studio, 7 Cannon Street, Birmingham, B2 5EP, Directions

SESSION DESCRIPTIONS

10:45 – 11:30

Custom Searches / Reports with the Data Processor, Jaap Jansma

The data processor extension could be used to create your own searches and reports. It does not require any programming skills. In this session Jaap is going to show how you could create a custom search such as I want to list all persons who have a subscription to our magazine and list their household address. Then I want to export this list to CSV so the printer can print the magazine and send them by postal mail. Or I want to list all people who are not in the group Newsletter Subscribers.

All those kind of searches could be created with the data processor extension. In this session I will also show you how you could combine this with the search action designer extension to create custom follow up actions after a search.

Why is this useful? This makes CiviCRM more flexible but also easier to use in your own context. E.g. you could create a menu called Secretary and put in that menu a list of people who should receive the magazine, a list of people who are late paying their membership fee etc… *This session is aimed at people who configure CiviCRM, if you are the person who creates custom fields or reports then this session is for you.*

Circle Interactive   <compucorp/>   RED HOT IRONS Association Management & Events   Third Sector Design

CiviCRM Introduction, Rose Lanigan
A session for those who are completely new to CiviCRM and want to understand what it can do, including an overview of what it means to use open source software.

Case Study, Oliver Gibson
Description coming soon

11:30 – 12:15

CiviCase: Unlocking CiviCRMs workflow management module, Jamie Novick
Description coming soon

An introduction to data-modelling, Rebecca Tregenna
An overview of creating custom fields allowing you to collect information beyond the CiviCRM default for contacts, activities, contributions, etc. and how to utilise fields across system components including the use of 'Profiles'.

CiviCRM and The Civi Community, Craig Almond
A look at who does what to make CiviCRM work, including who are the core team, what is the "Community" and ways to get involved.

13:30 – 14:15

How to write documentation for CiviCRM, Mikey O'Toole
In this session you'll learn about how CiviCRM's documentation systems fit together, how to contribute to documentation efforts and have a chance to find out what improvements we're planning to the CiviCRM documentation system(s) in 2020.

Communications in CiviCRM, Andy Clark
Emailing and texting (SMS) for both beginner and intermediate users and implementors. We'll talk about what facilities exist for sending emails and texts and how to make sure that your emails actually reach your contacts. We'll cover the different ways of sending emails and texts and how to handle replies, including:

- how to send emails, including quick and bulk emails
- message templates & tokens
- handling bounces and replies
- sending texts, quick and bulk
- scheduled reminders
- mailing reports
- other things to think about

Integrating with your CMS Rose Lanigan & Nic Wistreich
CiviCRM always comes with a platform CMS, typically Drupal, WordPress, or even Joomla or Backdrop. This session will look at the ways you can leverage the tools available on the CMS that integrate with CiviCRM to extend its functionality, e.g. Views and Webforms on Drupal, Events listing and Caldera Forms Integration on WordPress, and Membership permissions on Joomla.

14:15 – 15:00

CiviCRM Reports and Extensions, William Mortada
There are many ways that you can get data out of CiviCRM. We will start with the standard reporting tools such as Search and Reports. We will then look at extensions that give you more options. This workshop is aimed at beginners and regular users of CiviCRM. No prior experience is assumed.

Case Study, Dave Morton
Description coming soon

Case Study: Experiencing CiviCRM as a new user and developer, Jade Gaunt
An insight into experiencing CiviCRM for the first as both a user and developer, what barriers have been overcome, and getting involved with the community.