

Welcome to the HDI Central Florida Chapter!

Event Sponsor for 10/8/20: **A I S E R A**

12:30 PM – 12:40 PM: Welcome & HDI News

12:40 PM – 1:15 PM: Presentation by Muddu Sudhakar, Ph.D.:

“How AI is Revolutionizing User Experience in the Enterprise”

1:15 PM – 1:25 PM: Questions & Answers

1:25 PM – 1:30 PM: Our Next Meeting & Wrap Up

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Upcoming Events

- **Tuesday 10/13/20 –
Wednesday 10/14/20:** ICMI Contact Center Expo Digital Event
- **Tuesday 11/17/20 –
Wednesday 11/18/20:** Service Management World Digital Experience Event
(Virtual Training 11/10/20 – 11/12/20)
Register by 10/16/20 for \$150 savings
- **Thursday, 11/19/20:** Our next HDI Virtual Chapter Meeting with Julie L. Mohr presenting “Knowledge Management Transformation Through the Collective Wisdom of Teams”

HDI Award Nominations

HDI Award Nominations will be accepted through
October 31, 2020 @ 5 PM EDT:

- Best Service and Support Analyst
- Best Service and Support Technician
- Best Service and Support Manager
- Best Customer Experience
- Best Service and Support Culture
- Best Use of Technology
- Best Service and Support Organization
- Local Chapter Officer of the Year



HDI Award Nominations

- Validation feels really good!
 - ✓ Acknowledgement and celebration go a long way toward keeping employees satisfied and teams performing at a high level.
 - ✓ Give them the recognition they deserve with an HDI award.
- Free - No membership required
- Easy way to recognize the performers on your team
- Local and National Recognition for your company
- Awards Toolkit provides everything you need to know about nominations

<https://bit.ly/3a0vXII>



The logo features a stylized 'HDI' in dark blue with an orange and teal geometric icon to the left, followed by the word 'Awards' in orange.

What's Hot at HDI

- **Training and Certification:**
 - **Desktop/Advanced Support Technician Course** – New live and online course launch – for Tier 2/Tier 3!
 - Check out our new **Trouble Shooting and Problem-Solving** course!
 - **Service Management Courses and Assessments**
- **HDI Connect:**
 - **Get connected!** This is a great way to connect with others and share ideas, feedback, and success!



Muddu Sudhakar, Ph.D.

“How AI is Revolutionizing User Experience in the Enterprise”

Thank You!