

Agenda

12:30 PM - 12:40 PM EDT:

Welcome & HDI News

12:40 PM - 1:20 PM EDT:

Presentation by Doug Rabold:

**“Customer Experience and Customer Service:
What's the Difference?”**

1:20 PM - 1:30 PM EDT:

Questions & Answers

1:30 PM - 1:30 PM EDT :

Wrap Up & Survey

Thank You To Our Sponsors!

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HDI National Sponsors



Silver Sponsor



Upcoming HDI Events

- **Saturday, November 11 2023 - Wednesday, November 15, 2023: Service Management World!** This annual HDI Conference will be held at the Loews Sapphire Falls Resort at Universal Orlando.
 - Training Courses:
 - XLA Practitioner - New!
 - Artificial Intelligence in the Support Organization
 - Support Center Director
 - Support Center Manager
 - ITIL 4 Foundation
 - Knowledge Centered Service Principles

Reminder: 2023 Local Chapter Discounts and Revenue Share

- To compensate the HDC Local Chapters for their efforts in marketing HDI training and events, HDI will continue to provide member discounts and revenue sharing incentives in the following ways:
- HDI Training and Certification:
 - 5% discount per paid HDC Local Chapter Member on virtual and online training offerings. **Central Florida Local Chapter code is LCMCF.**
 - Virtual Classroom training – An HDC Local Chapter will receive a \$50 revenue share when a paid registration is received for a published HDI training course and the local chapter promotional code has been employed at the time of purchase. **Central Florida Local Chapter code is LCMCF.**
 - On-Demand training – An HDC Local Chapter will receive a \$25 revenue share when a paid registration is received for a published HDI training course and the local chapter promotional code has been used at the time of purchase. **Central Florida Local Chapter code is LCMCF.**
- HDI Events:
 - \$150 discount per paid HDC Local Chapter Member to SupportWorld Live and Service Management World. Local chapter code must be used at time of purchase. **Please email hdi.cfl@gmail.com for discount code. Central Florida Local Chapter code is LCMCF.**
 - An HDC Local Chapter will receive a \$50 revenue share for every paid registration for an HDI conference when the local chapter promotional code has been used at the time of purchase. **Central Florida Local Chapter code is LCMCF.**

Our Esteemed Speaker



Doug Rabold

**“Customer Experience and Customer Service:
What's the Difference?”**



Smarter Service. **Better Business.**