

Agenda

12:30 PM - 12:40 PM EST:

Welcome & HDI News

12:40 PM - 12:45 PM EST:

HDI Best Service and Support Analyst Award!

12:45 PM - 1:20 PM EST:

Presentation by Nancy Robinson:

**“Changing the World
One Taco at a Time”**

1:20 PM - 1:30 PM EST:

Questions & Answers

1:30 PM - 1:30 PM EST :

Wrap Up & Survey

Thank You To Our Sponsors!

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HDI National Sponsors



Silver Sponsor



Upcoming HDI Events

- Q2 TBD:
 - Q3 TBD:
 - Q4 TBD:
- } **Social Events + Presentations on CX and AI**
- **Saturday, April 27 - Thursday, May 2, 2024: SupportWorld Live!**
This annual HDI Conference will be held at the Colorado Convention Center in Denver.
 - **Saturday, November 16 - Thursday, November 21, 2024: Service Management World!** This annual HDI Conference will be held at the Loews Sapphire Falls Resort at Universal Orlando.

Reminder: 2024 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.**

2024 HDI Central Florida Chapter BSSA Award Nominees

HDI Best Service and Support Analyst

Brandon Hutchins: ExamWorks

Scott Averill: Lockheed Martin Corp.

Robert Shrader: Orange County
Public Schools



2023 HDI Central Florida Chapter Best Service and Support Analyst Award Winner

Robert Shrader
Orange County Public Schools



Our Esteemed Speaker



Nancy Robinson

“Changing the World One Taco at a Time”



Smarter Service. **Better Business.**