



# UWEBC Bi-Annual Event Digest

In case you missed it, here are meeting assets from all the UWEBC events that have happened this year so far!

During this period, we have covered a plethora of interesting topics such as generative AI, tech talent shortage, sales and operations planning, and many more.

Members have access to **ALL** past meeting recordings and materials, not just the ones you register for or attend. We encourage you to check out the different topics that interest you!

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## Customer Service Events

### **[Contact Center Quality Monitoring Special Interest Group Virtual Meeting - January 2023](#)**

January 13, 2023

Connect with fellow practitioners on what is happening in the contact center Quality Monitoring space.

### **[Omnichannel: What Will It Take to Turn This Goal Into a Reality?](#)**

January 19, 2023

Connect with fellow contact center practitioners on the reality, goals and value of creating an Omnichannel Contact Center to learn from each other how we could finally make it possible.

### **[Contact Center Workforce Management Special Interest Group Virtual Meeting - February 2023](#)**

February 02, 2023

Connect with fellow practitioners on what is happening in the contact center workforce management space.

### **[Strategies for Managing Change in Customer Care Organizations](#)**

February 23, 2023

Join us virtually to build additional strength around this urgent yet perennial topic.

### **[Contact Center Quality Monitoring Special Interest Group Virtual Meeting - April 2023](#)**

April 06, 2023

Connect with fellow practitioners on what is happening in the contact center Quality Monitoring space.

### **[Agent Assist: Hype or Necessity](#)**

April 14, 2023

Participate in a discussion-driven breakdown of one of the contact centers' most hyped new tools, to determine if this is something that could benefit your contact center and what steps you can take to get closer to that future you imagine.

### **[Contact Center Workforce Management Special Interest Group - May 2023](#)**

May 04, 2023

Connect with fellow practitioners on what is happening in the contact center workforce management space.

### **Automating Customer Service Processes**

May 18, 2023

Join this conversation on how we set up our teams to deliver their most valuable talents by automating necessary tasks that keep them from the customers that need them.

### **Contact Center Quality Monitoring**

June 30, 2023

Connect with fellow practitioners on what is happening in the contact center Quality Monitoring space.

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## Human Resources Events

### **Executive Roundtable on Current and Emerging HR Issues**

February 03, 2023

Share and discuss pressing issues and hot topics with fellow HR leaders and take away actionable ideas.

### **Hybrid Work is Here to Stay: Focus on Future of Work, Culture, and Inclusion**

March 10, 2023

Learn how we might integrate the future of hybrid work with the needs of workplace culture, inclusion, and employee flexibility.

### **Executive Roundtable on Current and Emerging HR Issues**

May 12, 2023

Share and discuss pressing issues and hot topics with fellow HR leaders and take away actionable ideas.

### **ChatGPT and HR: A Primer for HR Executives**

June 16, 2023

Learn how we might unlock the potential and avoid the pitfalls of ChatGPT.

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## Information Technology Events

### **Building an Effective Enterprise Technology Roadmap**

January 31, 2023

Learn how to build an enterprise technology roadmap that effectively links business objectives back to strategic technology initiatives.

### **Optimizing Value Stream Management for Agile**

February 15, 2023

Learn how to harness the power of value stream management to enhance innovation, optimally balance resources, and fuel dramatic improvements in delivery.

### **Leveraging Data Governance and Ethics to Promote Responsible Data Use**

February 28, 2023

Join us as we launch our new predictive analytics special interest group by taking a deep dive into the topic of data governance and ethics.

### **Strategies to Combat the Tech Talent Shortage**

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March 16, 2023

Learn how to successfully combat the tech talent shortage by developing effective strategies for recruiting and retaining tech talent. Get up-to-date information on the current market conditions and best practices to fill skills gaps.

**[Understanding the New AI and Data Science Landscape](#)**

April 27, 2023

Learn about the latest AI & Data Science trends at our event. Network with industry experts & discover new opportunities in this rapidly evolving field.

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## Marketing Events

**[ChatGPT Workshop – A Hands-On Exploration for Marketers to Harness the Power of Generative AI](#)**

February 09, 2023

Learn how you can start adopting revolutionary technology before your competitors do.

**[Navigating the Internet of Things: How Product Managers Can Overcome the Challenges of Connected Products](#)**

April 04, 2023

Learn insights and strategies that deliver results.

**[The Rise of Video Storytelling: How to Captivate Your Audience and Build Your Brand](#)**

June 08, 2023

Use creative video to win attention and build your brand.

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## Supply Chain Events

**[Supply Chain Transformation: Planning, Executing, and Managing Change](#)**

January 25, 2023

Discuss supply chain transformation successes and challenges with peers.

**[Trade Compliance Initiatives and Challenges](#)**

February 14, 2023

Discuss trade compliance initiatives and challenges with fellow members and the broader trade community.

**[Lora Cecere on the Supply Chain Response and Metrics that Matter](#)**

March 09, 2023

Lora Cecere from Supply Chain Insights will share the results of her recent Supply Chain Response study and her research on the supply chain metrics that matter most.

**[Supply Chain Manager to Leader: Upskilling, Re-skilling, and Retention](#)**

April 18, 2023

Discuss priorities and approaches to upskilling and retaining supply chain talent.

**[Sales & Operations Planning - Kickoff Meeting](#)**

June 06, 2023

Shape the future of this Special Interest Group by sharing key topics you'd like to focus on with fellow Sales & Operations Planning practitioners.