



## NEWS & UPCOMING EVENTS

October 2023

### Thank you for joining us at our 25th Annual Conference!

On October 3, 2023, the UW E-Business Consortium hosted its [25th Annual Business Best Practices and Emerging Technologies Conference](#). With over 700 registrants and more than 30 speakers, the day was filled with unforgettable moments and key learnings about innovation for the future of business and technology. The conference featured five different tracks, nine enlightening strategic briefings, world-class keynote speakers, and endless networking opportunities. With sessions covering every aspect of business, this unique and specialized learning experience was catered to each individual and company that attended.



The conference included top-notch guest speakers such as Author and Poet David White (above), Master of Ceremonies Mark Jeffries, UW–Madison Chancellor Jennifer Mnookin, Rise & Design CEO and Author Michelle Weise, and a phenomenal distinguished executive panel including Sheldon Cuffie, Ginger King, Sarah Rasmusen, and Dr. Raj Veeramani. The presentations from these speakers were not only engaging but also filled with valuable insights and key takeaway ideas that undoubtedly left a lasting impression.

We'll provide you with some video highlights when they are available, but for now, enjoy some photos of the incredible moments we shared.







For those who registered, conference materials, including videos of the sessions and some PDFs of presentations, are available now in the conference platform. Use your unique login link to access these materials. And if you haven't already, please take our [post-conference survey](#) to let us know what you thought!





Photos are thanks to [Focal Flame](#)

## Manufacturing First Expo & Conference

Looking for more amazing conferences to attend this fall? Here's one we're excited about: The **Manufacturing First Expo & Conference** on October 25 is a premier industry event that brings together manufacturing professionals, innovators, and thought leaders for a dynamic exchange of ideas and insights.



With a focus on advancing the manufacturing sector, this event offers a unique platform for networking, showcasing cutting-edge technologies, and discussing the latest trends shaping the industry. From informative sessions featuring industry experts to an exhibition showcasing state-of-the-art products and services, Manufacturing First is a must-attend event for anyone passionate about the future of manufacturing and its pivotal role in economic growth and innovation.

[Learn more](#)

## Upcoming UWEBC Boot Camps

Digital  
Transformation  
Boot Camp for  
Technology Leaders

November 14-16, 2023



### [Digital Transformation Boot Camp - November 14-16, 2023](#)

Delve into critical topics that drive successful digital transformations in this exciting new Boot Camp. Starting with an exploration of technology management, you will understand how to align technology with business strategy and drive growth within your organization. Join us on November 14-16, 2023, to learn more about digital transformation for technology leaders with Gustav Toppenberg of Janus Insights LLC. [Learn more.](#)

## **UPCOMING EVENTS**

*Note: Attending Peer Group or SIG meetings requires UWEBC [membership](#).  
All are virtual unless otherwise specified.*

### **October 19: CONTACT CENTER QUALITY MONITORING SPECIAL INTEREST GROUP MEETING**

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

[More information and register »](#)

### **October 26: FUTURE OF CONTACT CENTERS SPECIAL INTEREST GROUP MEETING**

**Large Language Models: ChatGPT in Customer Care.** Participate in a discussion-driven breakdown of one of the most hyped new technologies, 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.

[More information and register »](#)

### **November 8: CUSTOMER SERVICE PEER GROUP HYBRID MEETING**

**>> In-person and virtual options available! <<**

#### **Strategies to Reduce Customer Effort and Increase First Contact**

**Resolution.** Join our peer learning group to explore the value of removing anticipated barriers to your customer's journey, so you can address their concern the first time they contact you, if not before it's a concern at all!

[More information and register »](#)

### **November 9: CONTACT CENTER WORKFORCE MANAGEMENT SPECIAL INTEREST GROUP MEETING**

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

[More information and register »](#)

### **November 10: HUMAN RESOURCES EXECUTIVES GROUP MEETING**

Executive Roundtable on Current and Emerging HR Issues

[More information and register »](#)

### **November 14-16: DIGITAL TRANSFORMATION FOR THE TECHNOLOGY LEADER BOOT CAMP**

Are you a technology professional or a business leader seeking to navigate the ever-changing landscape of digital transformation? Join us for our immersive boot camp, "Digital Transformation for the Technology Leader," where you will gain the essential knowledge and skills to excel in the intersection of technology and business. *In-person only.*

[More information and register »](#)



### **November 21: SALES & OPERATIONS PLANNING SPECIAL INTEREST GROUP MEETING**

**S&OP: What Does Success Look Like?** Discuss key metrics and behaviors of successful a S&OP process.

[More information and register »](#)