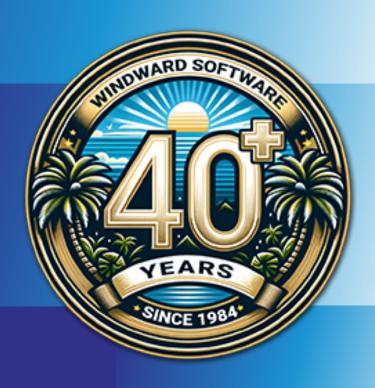
# CUSTOMER RETENTION & INVENTORY CONTROL MASTERCLASS

Join us for a dynamic, two-day workshop designed to sharpen your operational edge and elevate your customer experience. Whether you're a seasoned manager or a rising team lead, this masterclass will equip you with practical strategies and tools to drive retention and streamline inventory.



#### **DAY 1** 9:30 AM-10:30AM

## MASTERING THE CUSTOMER JOURNEY

CRM in Action, Special Orders vs. Back Orders

**DAY 1** 10:30 AM-10:45 AM **COFFEE BREAK** Enjoy complimentary snacks and beverages

**DAY 1** 10:45 AM-12:00PM MASTERING THE CUSTOMER JOURNEY Strategic Ordering, Flawless Fulfillment

## LUNCH & NETWORKING

Boxed lunches are available for all attendees. Engage in informal networking

12:00 PM-1:00 PM

DAY 1

**DAY 1** 1:00 PM-1:30 PM

**DAY 1** 1:30 PM-2:00 PM with fellow participants.

### LEADERSHIP ROUNDTABLE: BEHIND THE SCENES

Gain exclusive insights into upcoming product developments, followed by an open Q&A session with our experts.

**COFFEE BREAK** Enjoy complimentary snacks and beverages

**DAY 1** 2:00 PM-4:00 PM

#### **INVENTORY INTELLIGENCE**

Tracking Inventory Adjustments, Receiving and Supplier Billing, Reconciling Invoices

**DAY 2** 9:00 PM-12:00 PM

#### **OPTIMIZING OPERATIONS**

Pricing & Data load, System Five Sidekick, Reporting, Windward Intelligence, Integrations

**DAY 2** 1:00 PM-3:00 PM

WINDWARD software OPTIONAL: Q & A

www.windwardsoftware.com