Team Meeting 2\_9\_2024

**AGENDA**

**Important Reminders:**

Log out of CXone when we are in meetings, otherwise customer service will see you available and transfer a call.

Salesforce notification bell= make sure you are looking each day at that bell. Folks work very hard to communicate and we need to do our part.

If you need some additional training, connect with Ryan. Now is the time before the busy season.

**Staff Update:**

I received approval to expand the team to meet requests from Executive sales

Opening next week:

Assistant Manager Position

Level 1- French speaker

Level 1- Italian speaker

Level 1- German speaker

Backfill still open:

Level 2 agent.

**Project Update:**

1. Non-project but made available to us from I.T. : Visual Remote Assistant
2. Seasonal staff for 2024 is going to be run different than past seasons. We are working with a 3rd part call center company to primarily handle homeowner calls for Hydrawise and basic irrigation.
3. Lets look at the list created at the end of the season to see how many projects are currently running.