TEAM MEETING

Friday April 26,2024

**CXone Changes:** Coming next week

A marque message will appear in Max Agent indicating a call from ROI. “ROI TRANSFER”

A screen shot of a computer

Description automatically generated

**SEARCH UNIFY CHANGES:** Deployment for improved website search will roll out in stages. The goal is that if customers are able to locate information more quickly on our websites, it will result in less calls and written inquiries.

Stage 1: Hydrawise.com only.

Future stages will include FXL.com and Hunter.com improved searching and Chatbot for all 3 websites.

**ROI UPDATE:** The ROI team consists of 7-10 agents and a supervisor. This is our first season utilizing a 3rd party call center.

A screenshot of a computer

Description automatically generated

**OUR TEAM #’s**

A graph showing the number of columns

Description automatically generated with medium confidence

**PM Inquiry:**  IMPORTANT REMINDER: Each Day and throughout the day you need to be looking for the Bell notification in Salesforce. Bell notifications contain the response from PM’s and additional information requests.

**KPI’S FOR EXECUTIVE LEADERSHIP:** Technical support has historically been measured on phone statistics for all skill types. Collectively the calls taken and our abandon rate percentages.

Now that we have moved off homeowners to ROI we will adjust our measurements to align with a Pro customer experience. More to come…… Primary take away we do not want our Pros to be kept waiting for extended periods of time.

**COMING UP:**

HPP Saturday schedule to be open- Next week. Runs Memorial Day through Labor Day

International support lines will be coming online.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Hunter Technical Support Numbers** | | | | |
| Support Area | Toll Free |  | Local / Int. | Time |
| Tech Support | (800) 733-2823 |  | (760) 591-7383 | 6am-4pm Pacific |
| Golf HSN Support | (833) 476-4653 |  | (760) 304-0059 | 6am-4pm Pacific |
| Hydrawise Support U.S. | (855) 742-5975 |  | (760) 916-1148 | 6am-4pm Pacific |
| Hydrawise Support (Pac Rim) | +61 02 8294 7781 |  | (415) 944-4234 | 8am-6pm East AU |
| Spanish Support | (855) 750-0079 |  | (760) 304-0057 | 6am-4pm Pacific |
| Specifier Support | (800) 319-4796 |  | (760) 752-6039 | 6am-4pm Pacific |
| Tech Service Andriod Phone |  |  |  | PW:431990 |
| Tech Service Apple Phone |  |  | (760) 481-2570 | PW:123456 |
| Italy | 39(800)819-569 |  | NA | 1100-1800 Central European Standard Time |
| France | 33(800)901-040 |  | NA | 1100-1800 Central European Standard Time |
| Spain | 34(900)751-891 |  | NA | 1100-1800 Central European Standard Time |
| Germany | TBD |  | NA | 1100-1800 Central European Standard Time |
| Mexico | 52(800)872-1156 |  | NA | 7am-6pmCentral (CST) |
| Argentina | 54(800)-333-0262 |  | NA | Argentina Standard Time |
| Chile | 56(800)231-730 |  | NA | TBD |

**REPORTING STRUCTURE:** It is official, beginning this week, Quinten has direct reports.

What will remain the same?

The team calendar will continue to reflect all team member schedule changes.

The team will work collectively during our busy season to support all our customers.

Mentor/Mentees will cross over as needed.

What has changed?

Ultipro alignment with this new structure has been completed.

If you are under Quinten’s structure:

Time off request, Time-card approvals and adjustments will be approved by Quinten. If Quinten is on vacation, he will delegate approvals in UKG to Dana.

