May 21,2024 TEAM MEETING

**Expansion of direct support to additional countries.**

Go Live on Friday June 3,2024 at 2am Pacific Time

Updated schedule includes:

 Moving Monica, Dimitri and Kenneth to early hours to align with Europe.

 Moving David Ankrom to a 5am start to align with Mexico

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **Technician Location and Time Zone** | **Technician Local Time** | **Pacific Time** | **Language** |
| **Monica Richmond** | **Level 1** | **NY- EST** | **5:00A-1:30P** | **2am- 10:30** | Italian, French, German |
| **Dimitri Stevanus** | **Level 1** | **PA- EST** | **5:00A-1:30P** | **2am- 10:30** | Italian, Spanish |
| **Kenneth Prince** | **Level 2** | **OR-PST** | **7:30 - 4:00** | **2am- 10:30** | English, German |
| **David Ankrom** | **Level 2** | **CA-PST** | **5:00 -1:30** | **5am - 1:30** | Spanish, English |
| **Brendan Proffitt** | **Technical Writer** | **CA-PST** | **6:00-2:30** | **6am-2:30** | English |
| **Quinten Raines** | **Level 2** | **IN- EST** | **9:00-5:30** | **6am-2:30** | English |
| **Brian Watters** | **Level 2** | **GA- EST** | **M,T,TH,FR 9:00-6:30. Wed 9am-1pm** | **M,T,TH,FR 6am-3:30. Wed 6-10am** | English |
| **John Cardona** | **Level 1** | **NC- EST** | **9:00am-6:00pm** | **6:00 - 3:00** | Spanish, English |
| **Brad Raydo** | **Level 1** | **FL- EST** | **9:30-3:30, 4:30-6:30** | **6:30-12:30, 1:30-3:30** | English, Russian |
| **Bryan Lopez**  | **Level 1** | **FL- EST** | **9:30-6:00** | **6:30-3:00** | Spanish, English |
| **John Terry** | **Level 2** | **CA-PST** | **7:30 - 4:00** | **7:30 - 4:00** | English |
| **David Smith** | **Level 2** | **SC- EST** | **10:30-7:00** | **7:30-4:00** | English |
| **Elvin Diego** | **Level 1** | **CA-PST** | **7:30-4:00** | **7:30-4:00** | Spanish, English |
| **Luis Caban** | **Level 1** | **NJ-EST** | **10:30-7:00** | **7:30-4:00** | Spanish, English |
| **Ryan Moss** | **Senior** | **CA-PST** | **7:30-4:00** | **7:30-4:00** | Spanish, English |
| **Kathy Vega** | **Level 2** | **AZ- *PST*** | **8:30-5:30** | **8:30-5:30** | Spanish, English |
| **Rheyan Palon** | **Level 1** | **Melbourne. Aust** | **T-Fri 10:00-6:00 Mon 8-6** | **T-Fri 4pm-11pm Mon 1-11** | English |

UPDATED phone system

Greetings in local languages have been recorded and loaded into NIC

New skills have been created to country alignment and English off-ramp:

 Mexico Support

 Argentina Support

 Chile Support

 Spain Support

 Italy Support

 France Support

 TS English Escalation

TBD- Go live of Germany Support

2am-6am PST------ Call Scenario------



6am-3pm PST------ Call Scenario------



Today we handle USA, Canada and Pac-Rim

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Actions  | France  | Italy  | Spain  | Germany  | Chile  | Argentina  | Mexico  |
| Toll free phone number  | 33(800)901-040  | 39(800)819-569  | 34(900)751-891  | TBD  | 56(800)231-730  | 54(800)-333-0262  | 52(800)872-1156  |
| Determine Time Zone used for phone line  | Central European Standard Time  | Central European Standard Time  | Central European Standard Time  | Central European Standard Time  | East S.American Standard Time  | Argentina Standard Time   | Central “CST”  |
| Time Zone hours  | UTC/GMT + 1 hr   | UTC/GMT + 1 hr  | UTC/GMT + 1 hr   | UTC/GMT + 1 hr   | UTC/CMT-3 hrs   | UTC/GMT-3 hrs   | 4 zones See below appendix A  |
| Confirm Language per phone line  | 1.French 2. English\*  | 1.Italian 2. English\*  | 1. Spanish 2. English\*   | 1.German 2. English\*  | 1. Spanish 2. English  | 1. Spanish 2. English   | 1.Spanish 2. English   |
| Time Change Observation  | Yes 3/31/2024 forward 1 hour, 10/27/2024 back 1 hour   | Yes 3/31/2024 forward 1 hour, 10/27/2024 back 1 hour   | Yes 3/31/2024 forward 1 hour, 10/27/2024 back 1 hour   | Yes 3/31/2024 forward 1 hour, 10/27/2024 back 1 hour  | Yes CLST=Summer 4/7/2024 back 1 hour, CLT=winter 9/8/2024 forward 1 hour  | No DST  | No DST  |
| Local HOO 8 hours local time  | 1100-1800  | 1100-1800   | 1100-1800   | 1100-1800   | 1100-1800   | 1100-1800   | 0700-1600  |
| Calls Recorded  | NO  | NO  | NO  | NO  | NO  | NO  | NO  |
| Voicemail  | NO  | NO  | NO  | NO  | NO  | NO  | NO  |
| Live calls only  | YES  | YES  | YES  | YES  | YES  | YES  | YES  |
| Record voice prompts ad messages in local languages   | Done 3/28/2024  | Done 3/28/2024   | Done 3/28/2024   | Done 3/28/2024   | Done 3/28/2024   | Done 3/28/2024   | Done 3/28/2024   |
| Estimated Go live Date  | Phase 1   | Phase 1    | Phase 1    | Phase 3(TBD)   | Phase 1   | Phase 1   | Phase 1  |
| What is the communication with current providers?  | AGME  |   | Clepsidra  | Gerhardt  |   |   |   |
| What is the plan for replacement product?  | Customers will be referred back to their point of purchase for warranty claims.  |
| How will this new support be marketed?  | Hunter Website contact us  |

**NEXT**

Memorial Day Holiday is Monday May 27th, 2024…. All Phones lines will be closed including ROI.

Taking volunteers to only do written cases over the weekend……If you can give a couple hours, it will make for a better Tuesday.

HPP Seasonal Saturday set to begin the weekend after Memorial Weekend