July 12, 2024

Team Meeting

**GUESTS:**

James Cervantes: Luxor Speed and Cloud updates

The only thing that is storing are the changes, if delaying suggest the customer toggle off and on the lights.

**STAFFING UPDATES:**

3 open positions currently.

German

French

Level 2 Spanish

Nicolas Goodman- Access to NIC next week and training. Additional support for Pac Rim.

Volunteers for working cases over this weekend.

**TEAMS:** Everyone needs to be logged into teams during your workday.

**IT Information:**

Stability has been an ongoing issue that has taken techs out of the phone queue. We have received budget approval to reassess.

Home network and hardware assessments will begin, what you can expect:

* 1. Next week, Jon will send an email to each of your team members requesting they provide:
     1. City, State of residence
     2. Any known weather or utility risks
     3. Internet info
     4. a speed test
     5. confirm hardwired access
     6. Headset make and model

**SALESFORCE:**

The service interruption for reports that was reported earlier this week. “Hydrawise Report Issue (July 10th)

Note: make sure to use the Macro created by Brendan “Hydrawise Outage (June 21st)

**Hydrawise Outage (June 21st)**

Close

HTML Body

Thank you for contacting Hunter Technical Support.

We experienced issues with the Hydrawise Software on Friday, June 21st, and had our engineering teams work quickly to resolve the issue.  We apologize for any inconvenience. As a reminder, all controllers will continue to operate the schedule as normal during this time. You might have received the following message below when logging into the app during the partial outage.  
  
We restored service within two hours after the outage.

For additional support on Hydrawise products, please visit the support page. [Learn More](https://support.hydrawise.com/hc/en-us)

Thank you again for contacting Hunter Technical Support. Please let us know if we can offer any other assistance.

**OPEN TOPICS**