

1. It is okay to respond to organizations like HOA or garden clubs that are not for-profit organizations. Per Leah.
2. Please try to tighten tags. Example...Change the default "pest" to the exact pest. This will make searching previous tickets easier to search.
3. A reminder to delete telephone messages since it is confusing to the next day's MG to figure out what has been answered. 858-534-2000. All of the prompts are in the Telephone guidelines. I confess that I forget to do this sometimes and wonder if I forgot to emphasize this when I trained a few of the newbies.
4. David reviewed several Freshdesk tasks, like merging two tickets. A bit difficult to explain here. Please call David or me (preferably David) if you need a better explanation. David also reviewed how to edit the phone call tickets. Remember to click **edit** and then click **new contact**. You must take this second step. Then enter the ticket sender's name, phone number and reduce the subject line to "Phone: 1-xxx-xxx-xxxx and a one or two word title. And save.

We have been getting some legitimate email tickets that are labeled SPAM. Please edit out the word spam by clicking on edit and erase the word spam and save.

David also reviewed how to make a neat looking link instead of copying and pasting the entire URL. To embed a link:

Steps: Find and copy the url. Example, the aphid pest note

Type the word you want to be the link word, example: pest note in the body of your response

Click the broken paper clip on the top row of icons at the bottom

This brings up an **Insert Link** box

Paste the url in the top field of the box

Type the link word - example above pest note in the next box

Check the "Open in new tab" box

Click Insert.

That should make the link word blue!

Yeah, you did it.

5. A discussion on why our names look like this Linda S instead of Linda S. Well, magic David fixed that too. But to show that period after your last initial you have to insert the canned response. Now it will have your name followed by a .
6. Cindy talked about an insect key. I suggest that you all signup for the upcoming Insect Master Class to get a better understanding of searching for the mystery insect sent to you by photo, description or just the name of the plant that is infested. There are also Larva ID keys and Image ID keys to use.

7. A discussion on whether to leave a phone call open when you didn't get hold of the caller. Best to leave a detailed voice mail with all pertinent information to answer the question or ask to call back again for tomorrow's MG. And put this information in the notes within the ticket. And close the ticket. Another choice is to leave open until the next day and a second attempt to call is made. If that one is not answered, best to close the ticket, noting the repeated attempt to contact in the notes.

8. We discussed the problem with VMS being down and not access to our hotline guide many resources. The majority voted for us to individually copy and paste the links and documents into our own computer.

9. David will make an October event canned response for us to use.

9. I am going on vacation from August 11 until August 28 with no telephone. Linda Robison will be your trusty resource for any questions, cancelation, substitutions, and problem solving. Thank you Linda.

Next meeting is October 3, 4pm. I hope that your schedule allows you to attend.

Linda