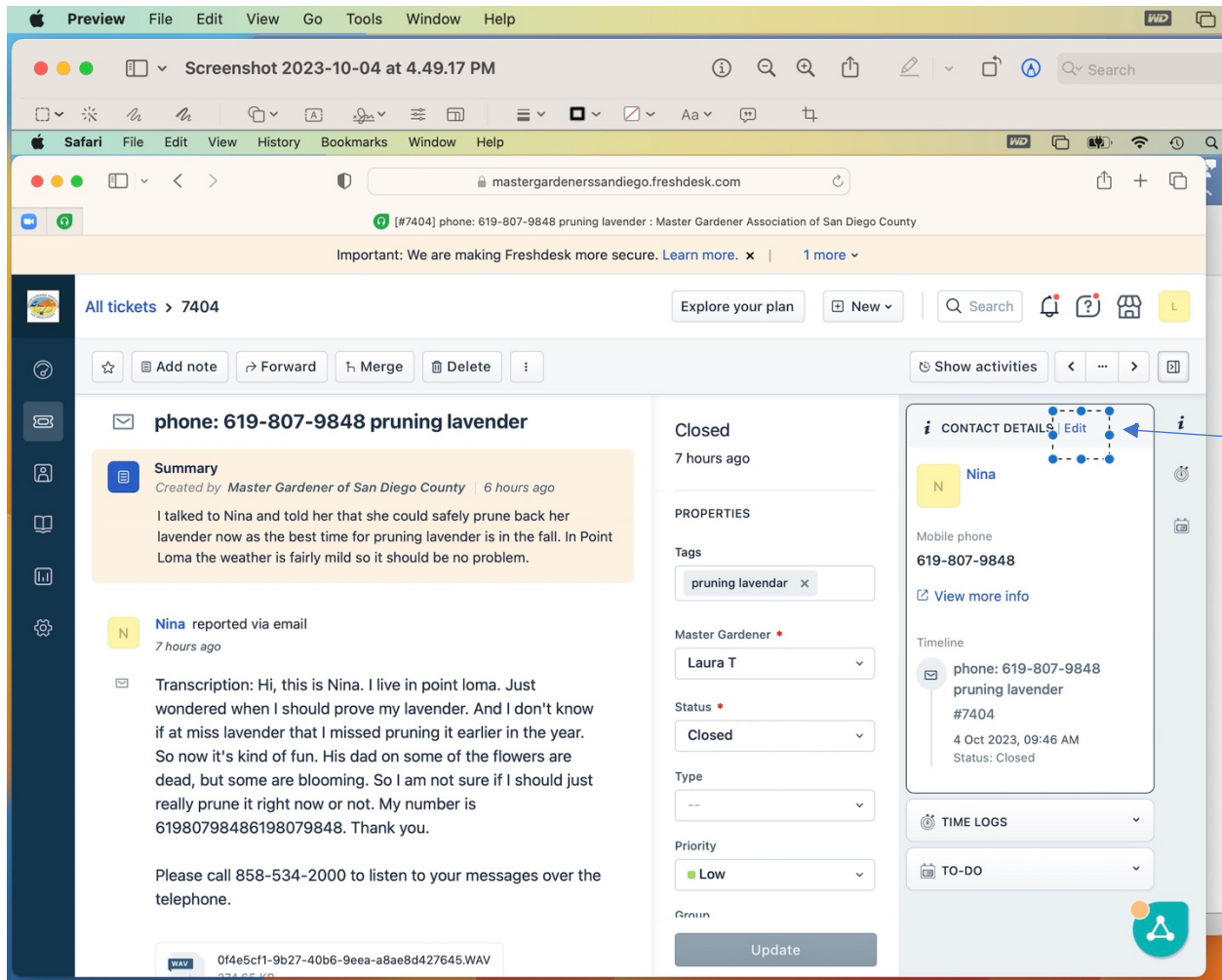


Hotline Meeting Notes October 3, 2023

We were introduced to a new program called Plant Masters. It might be an option for helping someone find just the right plant. More research is needed before we adopt it. There are free videos if you would like to evaluate it. Just go to plantmasters.org

The fastest way to add an email to an already edited telephone ticket is to click on the edit button. That brings up the contact for the ticket and you can then click and add the email.



The screenshot shows a web browser window displaying a Freshdesk ticket page. The browser's address bar shows the URL mastergardenersandiego.freshdesk.com. The ticket title is "phone: 619-807-9848 pruning lavender". The ticket status is "Closed" and it was created 7 hours ago. The summary section contains the text: "I talked to Nina and told her that she could safely prune back her lavender now as the best time for pruning lavender is in the fall. In Point Loma the weather is fairly mild so it should be no problem." Below the summary, there is a transcript from Nina, who reported via email: "Transcription: Hi, this is Nina. I live in point loma. Just wondered when I should prove my lavender. And I don't know if at miss lavender that I missed pruning it earlier in the year. So now it's kind of fun. His dad on some of the flowers are dead, but some are blooming. So I am not sure if I should just really prune it right now or not. My number is 61980798486198079848. Thank you." The transcript also includes the instruction: "Please call 858-534-2000 to listen to your messages over the telephone." On the right side of the ticket, there is a "CONTACT DETAILS" panel for "Nina" with a mobile phone number "619-807-9848". An "Edit" button is visible in the top right corner of this panel, highlighted by a blue arrow. The interface also shows various navigation and action buttons like "Add note", "Forward", "Merge", "Delete", "Show activities", and "Update".

Please call David or me if there are questions.

A new entomologist was hired for the UCCE but he is NOT available for samples or questions from the public or us. Leah will do a bit of clarification on them just sending these issues to the Hotline.

I am asking for volunteers to write a 300-500 word article for DigIt for November and December 2024. People have already filled up the first 10 months. Thank you!

This is easy to do. It need be of seasonal interest. November 2023 article will be on Dormant Spraying Fruit Trees. -Thank you Valorie- Perfect for November. It can be a ticket that you answered or just decide on a seasonal subject. I will get the past three years' topics put together and put up on the Hotline Guide. And you get VMS hours for all of your research and writing time. Please consider jumping in to this .

We discussed the common hiccups in the FreshDesk site: Remember to convert the Campus VM.... Phone calls to the name of the caller, telephone, email, brief subject by clicking on the edit pencil and then the ADD NEW CONTACT.

If in is spam, you can go to the 3 dots on top of the ticket and mark as spam. That deletes the ticket and tags the sender as spam and we will get nothing more from that telephone number or email address. The email address is already entered on email..No need to change anything else.

OK..That is all for now. Please calendar October 15 for the new December calendar signups and also December 5 for our next meeting.

Linda