

Hotline Meeting Notes February 4, 2025

We are having FreshDesk issues again and here are some takeaways:

1. Go into the Spam folder each shift and check to see if there are phone messages that that have marked as SPAM and are actually real callers. If you find them, click on “not Spam” to move it back to unresolved tickets or all tickets folder so that it can be answered.
2. If you receive an incoming spam email or phone call, just delete it. We will no longer be marking it as spam. NEW procedure. IT will now go to the trash folder.
3. All previous Hotline “to-do’s” and FAQ’s have mysteriously disappeared.
4. David has created a new folder within Solutions (two buttons below the Tickets button) for “Hotline Tutorials”. He has already put in how to create his PPT’s for:
 - a. a new ticket
 - b. how to create a new contact
 - c. how to split a ticket
5. We will get a FAQ folder restarted. Details to follow.

On Sign Up Genius- when you log on to the site there is a new icon in between the edit button and delete button. If you want to trade shifts, first contact the person with whom you want to swap. If agreeable, click the swap button and follow the prompts. Click who you will swap with; he/she will be sent an alert to confirm your agreement to swap. Sign up Genius does the rest.

A group of us will be orienting the new class members to the hotline between April 1 and May 9. The orienting team will be working one slot and you may have the other. The trainer will contact you to let you know, and please agree to allow them to take one or two of your tickets. This gives the new class members a chance to see both emails and phone calls. This makes for great teamwork and thank you for working with them.

The April calendar will be posted on February 15. There will be two people each of the month’s 30 days. Thank you

Next meeting: April 1. No fooling!