Dear Colleagues,

It’s with great pleasure that I announce that effective January 11, 2021, the company will begin utilizing Microsoft 365 to continue serving our clients while working remotely.

During these unprecedented times, it’s important that we place the safety of both our team and our clients above all else while still providing A-class service to our clients. Microsoft 365 is a user-friendly cloud service that will allow us to stay effective in our business pursuits by utilizing best-in-class productivity apps such as Word, Excel, and PowerPoint, while using Microsoft Teams and Outlook to securely communicate with our clients and each other.

To make the transition to a remote working environment as smooth as possible, Team Leads have received additional training to understand new procedures and protocols which will be shared to all Customer Service Associates at a later date. From Day 1, we’ve established a 2-week training period from January 11-25 to adjust to a new environment and new tools for success. We ask that you remain as flexible as possible as we will certainly make adjustments after we launch.

All team members will receive a Microsoft laptop with a copy of our quick start guide that HR developed for you to get acclimated to your devices as soon as possible. In addition, we’ve developed a step-by-step user guide and scripts for common customer FAQs and concerns that you can use to streamline your work and remain efficient. Any questions and concerns that you have can be directed to and answered by your respective Team Leads. We’ve also developed a Question Tracker for more advanced situations that Upper Management will use to answer your questions personally.

There will not be a time clock function in Microsoft 365. Instead, we will be using the Robert Half app for time tracking. Hourly employees will use this app to record how many hours they’ve worked in a day, but your output will be used to justify the time you’ve recorded. We expect hourly employees to successfully submit at least 2 cases per hour. This creates a minimum of 16 cases per day. If you record an 8-hour shift but submitted less than 16 cases with no tech problems, then we may have to investigate your time. Salaried employees will NOT use the Robert Half app to record your times, but to track your leave, sick days, vacation time, and floating holidays.

We understand that there will be plenty of questions once we transition to a new environment, so Leadership will prepare ourselves to serve you to the best of our abilities so we can all continue providing top-notch service to our clients. Should you have any questions, please contact your respective Team Leads for more information. Any questions or concerns that can’t be answered by Team Leads will be forwarded to Upper Management and will be promptly answered.

Expect weekly check-up meetings via Microsoft Teams for the first month so we can answer all questions and concerns at the same time. More details will be released in due time.

Thank you for your continuous support!

Regards,  
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Dazon Worthey