Send the chart below to Dara; this comes from the ***Daily Performance Summary***

|  |  |  |
| --- | --- | --- |
| **Pillar** | **Queue** | **SL%** |
| Beauty T1 | JJCCC US Neutrogena | 54% |
| Beauty T1 | JJCCC US Sun Hair | 50% |
| Beauty T2a | JJCCC US Aveeno | 27% |
| Beauty T2a | JJCCC US Baby | 26% |
| Beauty T2b | JJCCC US Skin | 50% |
| Health T1 | JJCCC US Topicals | 24% |
| Health T1 | JJCCC US OTC | 42% |
| Health T2a | JJCCC US Allergy | 36% |
| Health T2b | JJCCC US Digestive | 16% |
| Health T2b | JJCCC US Oral | 11% |

Call-Ins

* Stop Call-Ins 7:50
* LATE, if they know time put it on their schedule.
* OUTS, put on schedule
* Segment WS – Add
* Segment – add code Late (do on each), ABS for out – Type as general
* Save once OK is selected
* Once call ins are in then we can optimize
* Optimize breaks

Break Optimization – Official Segment Worksheet

* J&J CA
* J&J DOC
* J&J PROF
* J&J BEA T1
* J&J BEA T2a
* J&J BEA T2b
* J&J BP
* J&J HEA T1
* J&J HEA T2a
* J&J HEA T2b
* J&J HP

View IDP – Forecasted Service Levels

* J&J CA
* J&J DOC
* J&J PROF
* J&J ANZ 🡪 JJP
  + Select current day, copy the bottom portion
  + Updated to next day, copy to the top portion.
    - **Change back to current date.**
* Open J&J USA
  + Consolidate
  + Calculate stats
  + Split out Health and Bea

Health Uncheck: J&J BEA T1, J&J BEA T2a, J&J BEA T2b

Then J&J BEA T1 , J&J BEA T2a, J&J BEA T2b, J&J BP - Under J&J BEA T1

BEA: Recheck all the things

Uncheck: J&J HEA T1, J&J HEA T2a, J&J HEA T2b

Uncheck: J&J HEA T1, J&J HEAT2a, J&J HEA T2b, J&J HP

Hide Staff +/- for each pillar

I3 ADMIN SERVERS:

pcom211101

pcom212101

Log phone lines up and down here:

P:\WI\Teams\Programs\J&J CCC\Operations\IVR