

FAQs:

How many timeslots should i select?

- Answer: Sweet spot is 3 days, 3 times- varied availability. Do not aim for 5 days cause oftentimes people like to meet sooner rather than later
 - 10 spots should be a maximum
 - And do not offer more than 5 days of availability, even if the availability is limited

Can we decline / accept meetings on guests' behalf?

- No

A customer thinks i have a view into their colleagues calendar? Do I?

- No if they are not a howie customer. Customers oftentimes think if they have insight, so do we. But this is not the case. Okay to tell them + add team member canned reply fluffed.

A customer wants us to schedule a meeting with "Mary" but i dont see "Mary's email" Howie guessed it is mary@gmail.com , is this okay to send?

- No
- Howie is not your compass. You are the compass
- Check if mary is in VIPs -> if not, please ask the customer using the canned reply

What is a privacy violation?

- Leaving customer off the thread
- Replying to a guest and giving visibility to a side conversation
- Revealing anything in a calendar to someone that is not the customer.
- Booking a meeting without getting confirmation from the customer first if thats okay (not in VIPs)
- Following up without checking with the customer first (unless preferences say otherwise)

Do we do doodle polls?

- Yes

Do we do calendly / booking links?

- yes
- What if there's information I can't provide? Say you can book but need customers help for some further guidance on specific things you'll need!

Do i need to create an event if I booked on someones booking link?

- No, because the booking links automatically send invites

What's supports email?

- support@howie.ai
- Nicole + Austin + Erica run this. Please provide context.

Do we handle other languages?

- Yes! We use loop chat to translate so for example if a guest emails in Spanish, please reply in spanish and use the loop chat tool to translate email content and the written reply
- Type out in English in Howie tone/using canned responses and then translate

Can we color code?

- no (not yet!)

Do we support Microsoft Teams?

- no

Do we support Yahoo emails?

- no

Do we support custom Zoom/Google Meet links?

- yes
- Please paste link in conference URL and leave the drop down empty

Do we help “unpaid” labeled customers?

- yes!
- Use canned replies doc!

What is OOO?

- out of office

What is DNS?

- do not schedule

What is IRL?

- in real life. Members may use this to request in-person meetings.

What is white label?

- a customer that pays 10x for a custom name + fast replies

A customer is asking for something Howie can't do.

- it's okay to let someone know we can't do something.
- Use canned reply for guidance on verbiage

Can we create recurring meeting?

- yes!

Which is more important: speed or accuracy?

- both!

How long should loops take?

- Average time takes 2-5 minutes
- When someone is first getting started, we understand you are getting lay of the land and when you get up to speed, we should be close to 10ish loops per hour

Do i need to ask the customer permission if the guest needs to move the meeting?

- If the meeting is in the future, go ahead and move it
- If the meeting has passed- please check with the customer (it is rude for people to be no-shows and we dont know the nature of this)

Declining meetings on the customer's behalf – The customer is the organizer but cannot join the group meeting, while the rest of the attendees will proceed. Can we update the customer's status in the invite to 'Declined' on their behalf?

- At this moment, no. We will let you know if this changes

What happens when a guest sends an invite when agreed upon a time?

- We confirm receipt of invite
- Ex: <https://howie.ai/admin/training/cmcwblt6600dfxgy7fy2oim5a>

Do all Howie customers have a Dossier page from their Dashboard? My Howie work email doesn't have this (it just shows the loop queue). Please provide verbiage to use in case they want to review their daily summaries.

- Yes, it is here: <https://howie.ai/dashboard>

Can we offer meeting options at :15 or :45 past the hour? (Some customers prefer a 15-minute buffer, so availability often aligns better at those times)

- For 30-minute or 1-hour meetings, no
- The reason is because when we have gone to select times on calendlys this knocks out availability for meetings.
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When responding in a different language, must we maintain the timeslots, time/day/date mentioned in English / standard Howie {{ timeslots }} format or adjust to the non-English language abbreviations and order?