



What time is it? It's

The Parlant Times

#1 in ParentLink news! (Because of our "things will work..... mostly" guarantee)

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The Madness of March

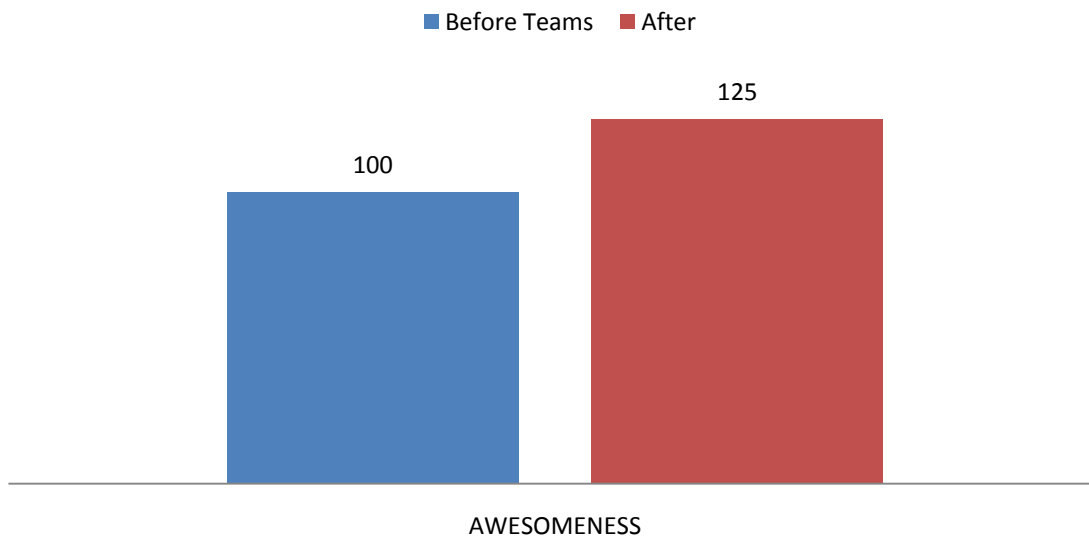
A magnificent March meanders merrily by whilst we maniacally magnify our magnanimous merits to maintain and mature our most magnificent muse that is ParentLink.

ParentLink finds itself in a busy March. Great work is being done by our Account Teams, resulting in a 25% increases in "Awesomeness" since their inception.

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Awesomeness Increase



The Department Water Cooler

Account Teams

Have you guys had a meeting for team names yet? If not you might just get named (Team Rocketship Underpants, Team West Side Story, Team Grumpy Old People, etc.).

Team Karla's Team

All quarterly reports have been distributed for the Karla team! Jared also had surgery. The doctor says there will be a minimum of three months before he can engage in any more pinky swearing. Chris has been busy contacting potential clients and sending emails with crazy happy pictures of him in it.

**Team Adam's Team**

Glade (a.k.a. "Blade" according to Spencer) is anxiously engaged with such customers as Marietta Valley. Both he and Dan N. have been pitching to the Department of Education in Hawaii. It was a hostile environment of sunny 80 degree weather with a slight breeze, turning to cloudy with a chance of rain. But by the power of flower leis and soda served in a half coconut with a little umbrella, their strength was bolstered. Have you heard about pre-registration for Clark County this year? Neither have any of us. Isn't that great? Development and Support have done awesome this year with pre-registration.

Team Tyrone's Team

Ortiz has had their group meeting for implementation. Tyrone's team also reports positive feedback from customers on the newly-formed Account Team.

Team Miriam's Team

These folks have been busy with conference calls and demos and are glad to report that three out of their 10 implementations have been completed.

Operation Tea Kettle (the nickname Spencer assigned to UK Sales—they drink tea in Britain)

Troy prepares to journey to Great Britain, where we hope to establish a permanent ParentLink colony. Our study of the natives has yielded the finding of a law requiring all schools to have a communication system in place by August of 2010. We hope to have messages from principals to parents inviting them to school tea time and the big cricket match in no time.

Testing and MIS

The fire elevator control light at the Zion's Bank building now works, Nagios plug-ins are working, and new wireless is available in the building. 50% of MIS issues have also now been resolved.

Development

Over the past month a lot of features and bug fixes have been done, including:

- Message Tracking and Details should now be fixed
- No more **1*
- Shared email address consolidation and speed
- Call throttling for slowing down local delivery
- More mysterious developments are up and coming on Development... who knows wait and see!

Support

We have now crowned a new Help Desk competition winner! Princess Cara would like to thank all of the little people who made this possible and promises a rule of fairness, equality, and justice for all. Except for Marketing; she will crush them. Support also managed to open 507 tickets and closed 905. The department received 809 calls and maintained an average pick-up time of less than 1 minute. In other, words they rocked the house.

Thailand

Thailand is working hard and doing a great job with Duty Officer. Because of them we are able to identify most issues while we can do something about them. Go Team take... nation? Also, congratulations are in order for Pui as she has been married and plans on staying in the States with us!

**Implementation**

The big news in Implement Town is Brian bought a house. The department is working on the implementation training manual and Cara and Geniese are being trained to help in some implementation tasks as proverbial level 1 ½ technicians.

Customer Learning

In their second month of existence, CL trained 363 people in five on-site and three web trainings. They are also involved in webinars now and building some documentationy goodness.

Zion's Building Update

Our new building is almost ready for legal occupation. After it is finished, then a contractor will start building stuff that resembles office walls in the space we have. Still working to finalize the plan and we are looking at moving in around June-ish.

Employee Spotlight

This month's spotlight shines down on James from our MIS department

What is your name?

James Robbins.

What is your quest?

Still trying to figure that one out, most likely it's to take over Parlant Technology, and be a fair but firm ruler.

What is your favorite color?

Blue.

How long have you been with ParentLink?

4 years and a couple months.

Where were you before ParentLink?

Working in my home town of Las Vegas, being a Network Admin.

What is your favorite thing about ParentLink?

Company or software?

What is your favorite food?

Diet Dr. Pepper and Pizza.

**What is your favorite activity?**

Playing pool.

Star Trek or Star Wars?

Star Wars.

If you were stranded on an island what 3 things would you want with you?

- 1- *My laptop with internet (I'd bet Steveo would still make me be on call) and yes this counts as 1 item*
- 2- *My dog Caesar*
- 3- *and a satellite phone so I can call to get me off the damn island.*