

Reta, Felix (US - Georgia)

Subject: COASP Go NoGo
Location: Microsoft Teams Meeting

Start: Thu 12/23/2021 16:30
End: Thu 12/23/2021 17:00

Recurrence: (none)

Meeting Status: Meeting organizer

Organizer: Reta, Felix (US - Georgia)

Required Attendees: Gordon, Matthew (Alpharetta); Hersum, John (Alpharetta); DellaPeruta, Adam (Alpharetta); Ferris, Dustin (Hagerstown); Sullenberger, Rob (US - Ohio); Speak, Shanon (Hagerstown); Bell, Annastasia (US - Ohio); Peterson, Darren (Hickory); Priester, Nicholis (Hickory); Reed, Kimberly (Hagerstown); Jones, Adrienne (US - Georgia); Fox, Scott (US - Ohio); Neville, Stacey J (Hagerstown); SueKamLing, Tomasha (Marietta); Joiner, Jessica (Marietta); Yarzue, Olivia (Marietta); Brown, Shanai (Marietta); Carpenter, Darren (Auckland); Evans, Doug (US - Ohio)

Optional Attendees: Brunson, Tonya (US - Georgia); Leeth, David (US - South Carolina); Dunlap, Sandy (Phoenix); Abney, Lynda (US - Ohio); Garza, Laura (Hickory); Navarro, Deanna (Phoenix); Sain, Daniel (Hickory); Coss, Richard (US - North Carolina); Prakken, Jonathan (US - Oregon); Diamond, Lisa (US - Ohio); McKell, Ben (US - Ohio); Fleming, Misty (Hickory)

Categories: COASP new service offering

Review and agree on opened items from yesterday's meeting:

- CCO:
 - o Welcome Message for pre-call handling message. Welcome to Corillian Client Support. This call may be.... (use existing greeting for example.)
 - o Confirm call handling – whisper tone?
 - o Agent Greeting – Review Documentation
 - ☐ “Thank you for calling Corillian Client Support. This is NAME, how can I help you?”
 - o SmartGuide Updates / Training Refresh
- DC:
 - o Inform DC INTERNAL TEAM of Launch Message. (include AEs / ATCs on Pilot Launch Message distribution (Doug)
 - o Confirm NO client cost – (Sean Calhoun to confirm) (Confirm within Sean's approval of Comm)
- Target – 12/27 Message for 12/28 Launch

Felix to set up Go/NoGo tomorrow.

Microsoft Teams meeting

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