

## **\*\*Operational Updates\*\***

- **\*\*Performance Metrics\*\***: Our average customer satisfaction score for October was 93%, a 1% increase from September. Our average handling time (AHT) for customer calls was 4 minutes and 15 seconds, a 5% improvement.
- **\*\*Process Improvement\*\***: We have identified an opportunity to streamline our order fulfillment process for new mobile contracts. A project team has been formed to implement these changes, with a target completion date of November 15th.

## **\*\*Customer Insights\*\***

- **\*\*Customer Feedback\*\***: Customers have been praising our billing team for their clarity and patience when explaining charges and plans. One customer wrote, "The billing agent was very helpful and made sure I understood everything."
- **\*\*Common Issues\*\***: We have seen an increase in inquiries about international roaming rates. To address this, we are updating our website FAQs and training our frontline staff to provide clearer information.

## **\*\*Service Updates\*\***

- **\*\*New Service Launch\*\***: We are excited to announce the launch of our new fiber broadband plan, offering faster speeds and larger data allowances. Training on the new plan will be provided to all customer-facing staff.
- **\*\*Network Maintenance\*\***: Our network operations team will be performing routine maintenance on our mobile network on October 25th, which may cause brief outages. We will notify affected customers in advance.

## **\*\*Employee Spotlight\*\***

- **\*\*Employee of the Month\*\***: Congratulations to Michael Smith from our technical support team for his exceptional problem-solving skills and customer service. Michael consistently receives positive feedback from customers and colleagues.
- **\*\*Best Practices\*\***: This month, we are highlighting the best practices of our customer retention team, who have implemented a new process for proactively contacting customers at risk of churn, resulting in a 20% reduction in cancellations.

## **\*\*Training and Development\*\***

- **\*\*Upcoming Training\*\***: On October 20th, we will be offering a training session on advanced customer service skills, focusing on empathy and conflict resolution. All customer-facing staff are encouraged to attend.
- **\*\*Learning and Development\*\***: Our L&D team has launched a new e-learning module on data protection and privacy. This module is available on our intranet and is mandatory for all employees.

## **\*\*Industry News\*\***

- **\*\*Regulatory Update\*\***: The telecom regulator has announced new guidelines for customer complaint handling. We are reviewing these guidelines and will implement necessary changes to our processes.
- **\*\*Market Trends\*\***: The latest market research shows an increase in demand for 5G services. We are well-positioned to meet this demand with our expanding 5G network.

## **\*\*Technology Corner\*\***

- **\*\*New Tool\*\***: We are introducing a new chatbot tool to help manage customer inquiries more efficiently. Training on this tool will be provided in November.
- **\*\*Cybersecurity Reminder\*\***: Please remember to use two-factor authentication for all company systems and to report any suspicious emails or activities to our IT department.

## **\*\*Cross-departmental Collaboration\*\***

- **\*\*Joint Project\*\***: We are collaborating with the Sales department on a new customer acquisition campaign. More details will be shared in the coming weeks.
- **\*\*Cross-functional Learning\*\***: We are offering shadowing opportunities with our IT department. Interested employees should contact their supervisor.

## **\*\*Health and Wellness\*\***

- **\*\*Mental Health Awareness\*\***: October is Mental Health Awareness Month. Remember to prioritize your mental health and seek support if needed. Our EAP offers resources and counseling services.

- **\*\*Ergonomic Tips\*\***: Ensure your workspace is set up to promote good posture and reduce eye strain. Our HR department can provide ergonomic assessments upon request.

**\*\*Fun and Engagement\*\***

- **\*\*Employee Poll\*\***: This month, we are asking: What do you think is the most challenging part of providing excellent customer service? Share your thoughts with us!

- **\*\*Halloween Celebration\*\***: Join us for our annual Halloween celebration on October 31st. Details will be shared via email.

Thank you for your continued hard work and dedication to our customers. If you have any suggestions for future newsletter topics, please don't hesitate to reach out.