

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

- **\*\*Performance Metrics\*\***: We are pleased to report that our average customer satisfaction score for September was 92%, exceeding our target of 90%. Our average handling time (AHT) for customer calls was 4 minutes and 22 seconds, a 10% improvement from July.
- **\*\*New Process\*\***: Starting this month, we are implementing a new workflow for handling fiber installation requests. This change aims to reduce the average time to install by 2 days. Training sessions for the new process will be held on October 12th and 15th.

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

- **\*\*Customer Feedback\*\***: Our customers have been praising our technical support team for their patience and expertise. One customer wrote, "The tech support agent was very knowledgeable and helped me resolve my issue quickly. Thank you!"
- **\*\*Common Issues\*\***: We have noticed an increase in calls about data usage limits. To address this, we are updating our FAQs and training our frontline staff to provide clearer explanations of our data plans.

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

- **\*\*New Product Launch\*\***: We are excited to announce the launch of our new 5G mobile plan, offering faster speeds and larger data allowances. Training on the new plan will be provided to all customer-facing staff.
- **\*\*Network Upgrades\*\***: Our network operations team will be performing maintenance on our fiber network on October 20th, which may cause brief outages. We will notify affected customers in advance.

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

- **\*\*Employee of the Month\*\***: Congratulations to Jane Doe from our technical support team for her outstanding performance and dedication to customer satisfaction. Jane consistently receives positive feedback from customers and colleagues alike.
- **\*\*Best Practices\*\***: This month, we are highlighting the best practices of our billing team, who have implemented a new process for handling billing inquiries that has reduced resolution time by 30%.

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

- **\*\*Upcoming Training\*\***: On October 22nd, we will be offering a training session on advanced troubleshooting techniques for mobile services. All customer-facing staff are encouraged to attend.
- **\*\*Learning and Development\*\***: Our L&D team has launched a new e-learning module on customer service skills. This module is available on our intranet and is mandatory for all new hires.

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

- **\*\*Regulatory Update\*\***: The telecom regulator has announced new guidelines for customer data protection. 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 fiber-to-the-home services. We are well-positioned to meet this demand with our expanding fiber network.

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

- **\*\*New Tool\*\***: We are introducing a new CRM tool to help manage customer interactions more efficiently. Training on this tool will be provided in October.
- **\*\*Cybersecurity Reminder\*\***: Please remember to use strong, unique passwords 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 Marketing department on a new customer retention campaign. More details will be shared in the coming weeks.
- **\*\*Cross-functional Learning\*\***: We are offering shadowing opportunities with our Network Operations team. Interested employees should contact their supervisor.

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

- **\*\*Stress Management\*\***: Remember to take regular breaks and practice stress-reducing

techniques, such as deep breathing or meditation. Our Employee Assistance Program (EAP) offers resources and support.

- **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 important factor in providing excellent customer service? Share your thoughts with us!

- **Social Event**: Join us for our annual team-building event on October 29th. Details will be shared via email.

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