|  |  |
| --- | --- |
|  | SuperCommunity Banks Call Center Agenda |
|  | Hotel AKA Brickell, Miami, FLSeptember 19 - 20, 2022(Casual attire; jeans welcome) |

# [Sunday, September 18]

|  |  |
| --- | --- |
| [5:45 PM]  | Meet Anat in the lobby. Anat’s mobile: (916) 717-1710. |
| [6:00 PM] | Optional dinner offsite\*. |

# [Monday, September 19]

|  |  |
| --- | --- |
| [7:30 AM] | Breakfast |
| [8:00 AM] | Roundtable Discussion• Bring 2-3 good ideas to share with the group• Bring one best practice• Discuss an example of what not to do (disasters)•. Bring questions you’d like to ask• Managing overflow, call routing, queue management |
| [10:00 AM] | Break |
| [10:15 AM] | Updates continued |
| [11:00 AM] | Incentive plans (bring yours) |
| [12:00 PM] | Lunch |
| [1:00 PM] | Quality management: resources, process, staffing |
| [2:00 PM] | A systems conversation: Does anyone use dumb chat? Does anyone use smart bots where the customer just asks a question and the bot responds with the appropriate answer, and what is the success ration where the bot understood the question?  |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby. |
| [6:00 PM] | Dinner offsite\*. |

# [Tuesday, September 20]

|  |  |
| --- | --- |
| [7:30 AM] | Breakfast: Topics for our next meeting |
| [8:00 AM] | Training plan (bring yours) |
| [9:00 AM] | Career pathing and personal development |
| [10:00 AM] | Break |
| [10:15 AM] | Voice recognition/authentication update + how are people using technology to reduce costs and possibly improve service? |
| [11:00 AM] | Fraud prevention tools |
| [12:00 PM] | Adjourn |

\*Guests are welcome.

Note: Please bring copies for everyone.