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

# [Sunday, September 18]

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

# [Monday, September 19]

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| [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]

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| [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.