###### SuperCommunity Bank Call Center executives Peer Group Forum

# Belmond Charleston Place, Charleston SC

# January 31-February 1, 2019

**AGENDA**

*(Casual Attire, jeans welcome)*

**Wednesday, January 30th OPTIONAL**

5:45 p.m. Meet Anat in the Hotel Lobby. Cell number 916 7171710

6:00 Optional dinner off-site \*

##### Thursday, January 31st

7:30 a.m**.**  Breakfast

8:00 Roundtable Discussions

* 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

10:00 Break

10:15 Updates continued; among the topics to be discussed:

* Responding to issues
* Enhancing self-service options for customers
* Training and employee engagement activities, including cross-training and successful engagement tactics

12:00 Lunch

1:00 Chats

1:45 Board and executive reports (bring yours)

2:30 Break

2:45 Team motivation and morale building

3:30 Adjourn

5:45 Meet Anat in the hotel lobby

6:00 Dinner off-site \*

**Friday, February 1st**

7:30 a.m. Breakfast - Goals for Next Meeting

8:00 Technology and tools to improve agent experience

9:00 Using CRM tools in the call center

10:00 Break

10:15 Quality call review tools and forms (bring yours)

11:00 Self-service channels to support the call center

12:00 Adjourn

\* Spouses and guests are invited.

**NOTE: Bring enough copies for all participants**

#### NEXT MEETING: THURSDAY-FRIDAY, JULY 11-12 , 2019