

Next meeting: October 1. 4 pm

NOTES: August 6, 2024

Thanks to the 17 who came. The largest group yet. Your input is valuable.

1. New on the hotline guide site: School Gardens referrals. There are now three different emails for three different reasons to contact the School gardens group. Hotline Guide—> All Referrals—> MG School Garden Info

1.

School Garden general information:

<https://www.mastergardenersd.org/school-gardens/>

2. And add this for Request for School Garden visit:

<https://www.mastergardenersd.org/schools/requestconsult.php>

3. Specific question for the School Gardens Committee

<https://www.mastergardenersd.org/>

2. David gave us a review of the Spam Folder and the deleted messages. He goes in almost daily to check that nothing has mistakenly been put into a folder that doesn't belong there. We also discussed the risk of viruses attached to photos and/or tickets. David recommends having a virus detection program on your computer. Please note that there is no evidence that there have been any issues with viruses.

David also brought up that we will need to change and have our phone calls sent through the new Workspace. I hate change but this is not a choice. We will need to get this underway before we orient the 2025 class next spring. David will spearhead this change and we will roll it out when we understand what we need to do. We will do our best to make it seamless.

3. There is still one slot open in August and a whole bunch in September. Many of you have not signed up and I hope that you can look at your calendar and sign up for a minimum of two slots per month. That was our agreement when you began. For those who are working alone and doing both phone and emails, please know that you get 6 hours of VMS credit. If there are too many tickets for you to handle, please notify me or any of the team for help. Please check sign up genius to see who is working with you. This applies to summer schedule only when two slots are available.

*A reminder when you go on to sign up genius that you can select all of your slots at one time and then click submit. It does not need to be submitted after each chosen slot. This will save you valuable minutes each time.

4. A few of you are getting unwanted call backs from those that you talked to during your hotline time. Totally inappropriate for them to call you. You have choices. You can block your number by entering *67. Check with your particular phone and your service as it may vary. Be aware that some people won't answer a blocked number. You can not answer your phone when it is an unknown caller. My phone has a setting that sends all calls directly to voicemail if the caller is not in my phonebook. Another choice is to tell each caller that you are calling remotely and that if they have any further question to call the hotline number again. Tell them that you won't be answering your phone. If I am leaving a voice message, I ask them to call me back within a certain time or to call the hotline number again. Do what is most comfortable for you. That includes answering the calls and answering their questions.

5. If you scan down and see a 'customer responded' and see that it is a lovely comment, like "thank you, your answer was so helpful", please forward the ticket to Leah. She would like to share them with her quarterly/monthly reports. If it is an additional question, answer it please. Then close it, do not delete it. And Update.

6. The easiest way to add an email to a telephone ticket is to first enter all of the information to change the campus vm..... Then when you call them just click edit and you can add the email. Then Update. That allows the reply field to be active for sending attachments or more information.

7. We reviewed the need for standard FAQ's. We agreed to put this on our to-do list. Using the search bar to search previous tickets works well. Be sure to tag your tickets using words to narrow the search. Example: x out tree and enter the type of tree, like lemon tree of eucalyptus tree, The tag phone is not helpful and can be x out also. You have changed the Campus VM...to phone so we know that it is a phone call. You can use more than one word in the search. Example; aphids, citrus tree.

Another great hint from David was to click the back arrow twice to return from a clicked-on answer to go directly back to the search results page. That will save a lot of time.