



President—Paul

Spoke Newsletter

Wednesday May 29, 2019

Attendance: 19 (48%)

Note: New format for the Spoke newsletter. Page one will be a preview of next weeks speaker and program and page two will be highlights from the past week speaker.

Program for Wednesday, June 5, 2019

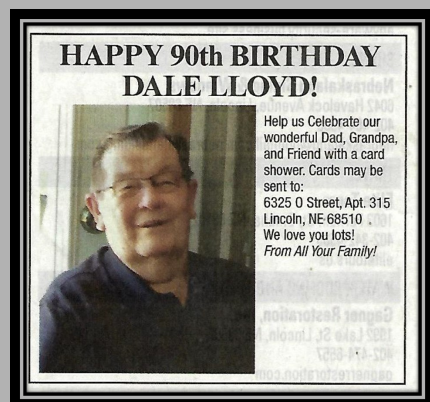
Eastridge Hospice Singers

Arranged by Melodie Pointer



HOSPICE SINGERS: Our Eastridge Hospice Singers are available to provide singing visits for loved ones and friends journeying through hospice care. To schedule a singing visit, contact Patty Niemann (402-432-8353 or epc.hospice.singers@gmail.com.)

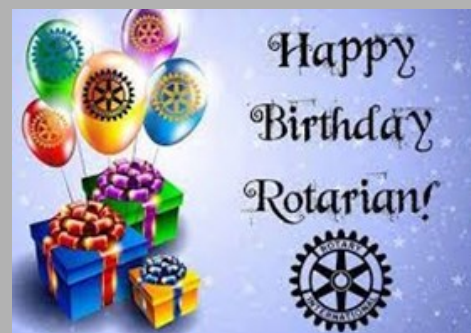
Bring a friend, join us for lunch and listen to some great music!



Dale Lloyd was born May 31, 1929 and became a Rotarian on November 1, 1985. All Rotarians in the city of Lincoln wish YOU a very happy birthday and a sincere Rotary thank you for 34 years of service to Rotary, especially Lincoln East Rotary Club.

“Service Above Self”

Wish Dale a Happy Birthday, send a card or email: d_mlloyd@yahoo.com



Program Wednesday, May 29, 2019

Cliff Carlson—Hudl

Minnie Stephens



With years of first hand, front-line recruiting experience combined with recruiting team leadership... I am constantly driven to be a proven and trusted leader in talent acquisition.

From designing efficient and elegant processes to cold calling and measuring hunting success daily...I strive to always be a leader in every aspect of recruitment.

I recruit and lead with a keen focus on 'Hiring Manager as customer'. Everything begins and ends with the Hiring Manager's needs firmly in the center of all recruiting efforts. Knowing details of every project and business

reasons for every hire make talent acquisition truly powerful and the work remarkably rewarding.

At Hudl, we pride ourselves on putting customers first. Our support department's mission statement says it all—we deliver game-changing support experiences for teams, athletes and fans. This takes many forms, like staying late to help a coach upload video, answering emails on your day off (not because you have to but because you want to), and never keeping coaches waiting on hold for long.

Many call centers use phone software with most of this reporting built in, but it's not customizable and it lacks in a lot of other areas. In my four years at Hudl, we've used several different systems, but in July 2017 we switched to Amazon Connect.

We switched because of their ever-expanding product offering, customizable features and the cost savings it would provide us. Connect has options we've never had before that almost instantly improved our workflows and efficiency. Being able to embed our contact control panel (CCP) aka the phone the agents sees and uses, editing call flows from the web and creating more customizable call flows/agent states has been huge.

Real-time reporting is crucial to keeping the wheels turning. Without it, you can see incoming call awareness decrease, which leads to longer wait times, missed calls and a worse customer experience (measured by our surveys). For instance, we previously had a live list of who was up next to receive a call. This allowed agents to plan downtime or take quick breaks effectively.

Another missing feature was leads having a quick check on who is/isn't available, why and for how long. This knowledge gives them a chance to help anyone tied up with after-call tasks, which allows us to help the next customer in line even faster. We also wanted an alert to let escalation tiers know when wait times reach a certain point—our goal is to answer every call in eight minutes or less. A notification would allow us to get "all hands on deck" to clear out the queue.

With Connect, we knew we could leverage the entire AWS ecosystem, so having these features immediately wasn't a requirement. Once we had the bones of the system put together, we took the time to dive in and get creative. During this discovery we found ways to build solutions to these problems. We used Connect, Kinesis Streams, Lambda, Cloudwatch, DynamoDB, API Gateways and Slack to create simple solutions for our team to get them the info they need.





Anniversaries & Birthdays

Weeks of May 16—22

Birthdays:

Dale Lloyd—May 31

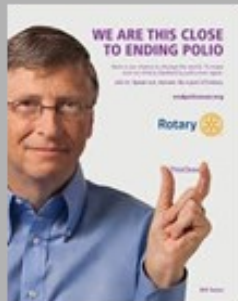
Anniversaries

Mike Carr—June 5

Roses: Dennis Duckworth, Greg Schnasse, Dean Douglas



Happy Dollars



Dennis Duckworth	\$ 5.00
Dick Cumming	\$ 1.00
Barry Stelk	\$ 5.00
Jeanne Garvin	\$ 2.00
Andrea Ahrens	\$ 2.00
Gordon Bair	\$ 5.00
Jerry Christensen	\$ 2.00
Nathan Rink	\$ 5.00
Greg Schnasse	\$ 1.00
Dean Douglas	\$ 2.00
Duane Tappe	\$ 5.00
Paul Horton	\$15.00
Wayne Casper	\$ 5.00
Totals	\$55.00



NOTE:

Total Happy Dollars to date:
\$1602.00



Greeter Duty

June—Sue Schuerman

Guests & Visitors

Judy Douglas	Dean Douglas
Eric Christensen	Jerry Christensen
Cliff Carlson	Speaker
Amber Ledin	Great Western Bank
Chris Brostrom	Nathan Rink



Cashier Duty

June—Duane Tappe
Contact Dick Cumming



Come Join Us

Lincoln East Rotary Club—June Speaker Schedule

June 5—Eastridge Hospice Singers Arranged by Melodie Pointer

June 12—Gayleen Bradley, Branch Manager with Care Consultants Arranged by Darrel Huenergardt

June 19—Mary Hilton, Smart Approaches to Marijuana Arranged by Andrea Ahrens

June 26—Ryan Sothan, NE Attorney General's Office –Scams & Frauds Arranged by Darrel Huenergardt

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Published by Wayne Casper