Staff Training and Training Videos

03 Training All Persons = Using SLACK and communicating with SLACK

Iconic Productions uses a sophiscated online digital communication program called SLACK.Â Slack means Searchable Log of All Communication and Knowledge and works perfectly with ICONIC and the way the company operates.Â SLACK is an online digital software that can be used on a smartphone or on the desktop.Â Depending on your work and role within ICONIC you will be able to decide whether you need the smartphone APP or desktop.Â Most Sales and Event roles should download and use both software programs.

SLACK is a very sophisticated program that offers both text typing for communication and voice to text recognition.

All communication between ICONIC staff, its associates and contractors must be done through Slack software.Â ICONIC has a limit number of inbound phone lines for our customers.Â Let's face it, we are here because of our loyal customers and if staff and contractors were using the phone lines to communicate with each other, there would almost no lines available for our customer and this in itself would affect the company sales and the happiness of our customers. Let's remember that it is not good business practise to have a customer waiting for too long or them receiving a busy tone.Â ICONIC does not use an AVR phone system like some of the other major companies.Â An AVR phone system is where you are asked to press 1, then press 3 and it places you into the correct department.Â Our customers always speak with a real human being and if our receiptionist cannot find an ICONIC person to assist with a customer, we don't let the customer stay on hold, our receptionists take down the details of the customer and an activity is created for that ICONIC person to return the call or activity.

This is why ALL COMMUNICATION between ICONIC staff and contractors is to be done using SLACK.

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VIEW your 3rd TRAINING VIDEO about How to use SLACK and communicate on the SLACK software.

Training Video 03= Communicating on Slack

As part of this part of the training we also recommend you read the FAQ and KB about Slack.Â There are quite a few KB for you to read through and this will help you greatly in your job.Â To view the manuals for Slack, please click here.

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After viewing and understanding this training session remember to acknowledge receipt of completion of the training by following the company procedure of How to acknowledge you have completed part of your training or state you have viewed or read a FAQ

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Attached files:

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