Staff Training and Training Videos

04 Training All Persons = Slack Threading and Thread conversations

There is an additional feature in SLACK that allows for conversation threading.Â This refers to specific ongoing conversations are unique and specfic and therefore are a thread.Â A continued ongoing conversation.

Remember that all communication between ICONIC staff, its associates and contractors must be done through Slack software. ICONIC has a limit number of inbound phone lines for our customers. 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. ICONIC does not use an AVR phone system like some of the other major companies. An AVR phone system is where you are asked to press 1, then press 3 and it places you into the correct department. 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 4th TRAINING VIDEO about Slack Threading and how to use it.

Training Video 04 = Threading in Slack

As part of this part of the training we also recommend you read the FAQ and KB about Slack. You have already read the FAQs on Slack and therefore you will not have to do it again, however if you have not or are not familiar then this will help you greatly in your job. 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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