

**CUSTOMER COMMUNICATION ROUNDTABLE #2**

**COVID-19 SUPPORT SERIES**

**MARCH 24, 2020**

**pivot**



# Agenda

## 1. Opening Thoughts

- Dave Nieuwstraten, CEO

## 2. Online Resource Center

- Monica Santi, Director of Marketing Services

## 3. Forum

- Jeremy Graves, President

## 4. Lessons Learned

- Aaryn Slafky, Director of CX



**STRONGER TOGETHER**



**RESCUE DOG**



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# COVID-19 Resources

## AS YOU HELP THEM, LET US HELP YOU

This is a challenging time for everyone. Your customers, employees and community are being impacted and people are struggling. If they provide some help and relief to you, we've done our job. You and your team are stepping up to serve. There is so much to do. We can't help you with installs and tech support, but we can give you tools to make your work easier. Please use these as you wish. If they provide some help and relief to you, we've done our job.

We'll keep adding to this page, and much of it will be based on your needs and requests. So please tell us what you need. Our communities and country will get through this as we work together. Thank you for all you are doing to keep our communities wired and connected during this critical time.

If you want to receive notifications when we update our resources, please [sign up here](#).

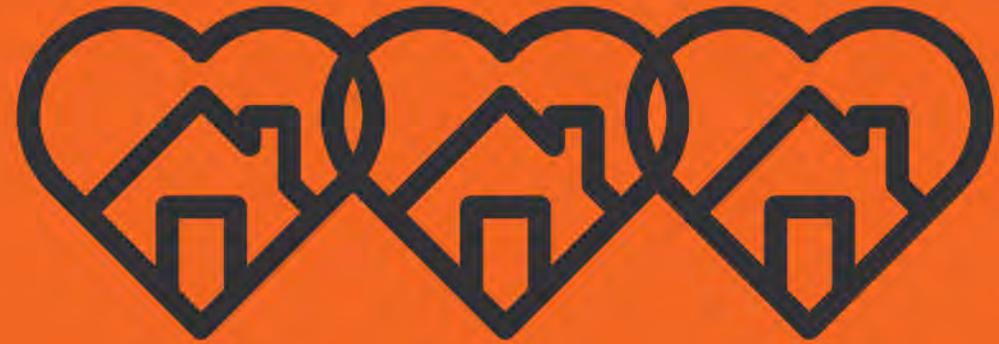
For Your Customers For Your Team

### COMPANY ANNOUNCEMENTS (LETTERS, SIGNAGE, DIGITAL BANNERS, AND MORE)

<h4>COMPANY ANNOUNCEMENT</h4> <p>Download the Word doc, customize, and send out as an email, letter, and/or blog. Add it to your website and link back to it from your social media posts.</p> <p><a href="#">DOWNLOAD</a></p>	<h4>CEO LETTER</h4> <p>Download the Word doc, customize, and send put as an email, letter, and/or blog. Add it to your website and link back to it from your social media posts.</p> <p><a href="#">DOWNLOAD</a></p>	<h4>OFFICE CLOSURE SIGN: LONG</h4> <p>Download the Word doc and customize to create a sign for your front door. There are two versions to choose from. Check the Social Media Posts section for FaceBook images to accompany posts about your office closure (if applicable).</p> <p><a href="#">DOWNLOAD</a></p>	<h4>OFFICE CLOSURE SIGN: SHORT</h4> <p>Download the Word doc and customize to create a sign for your front door. There are two versions to choose from. Check the Social Media Posts section for FaceBook images to accompany posts about your office closure (if applicable).</p> <p><a href="#">DOWNLOAD</a></p>
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# COVID-19 Resources

Strategy + Communication + Visuals



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**[askpivot.com/COVID-19](https://askpivot.com/COVID-19)**

# Open Forum

Your peers want to know. What are you doing?





## We asked. You responded...

How are you handling installations and equipment change-outs?

- 48% No change – still doing installations
- 32% “Porch” deliveries
- 10% Customers pick up from secure location
- 8% Not doing installations
- 2% Shipping equipment

Have you moved to a work from home environment?

- 65% Yes
- 19% No, but working toward that
- 16% No, everyone is still coming into the office

Are you offering a discount on or free internet service or free upgrades?

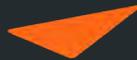
- 42% Yes
- 31% No
- 20% Yes, but restricted
- 7% No, but considering it

Are you seeing a surge in new orders (compared to standard averages)?

- 63% Yes
- 37% No

# Lessons Learned

You tried something. How did it work for you?





## Lessons Learned

What challenges have you faced with your team working remotely?



## Lessons Learned

What reactions have you had from your customer communications?



## Lessons Learned

For those offering discounted or free internet, what kind of reaction have you had?



# Team Health Quick Hits

- Try daily team huddles to keep connected
- Survey to get pulse on team and uncover trends
  - How would you rate your personal stress level?
  - How would you rate your work stress level?

*The background is Pivot's team huddle on Day 7 of our 100% work from home environment.*



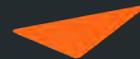
# Team Development Series



New ~15-minute videos added weekly

[askpivot.com/covid-19](https://askpivot.com/covid-19)

Send special requests to: [Nicole@askpivot.com](mailto:Nicole@askpivot.com)



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**Need more? Have suggestions?**

**Ask your Pivot AE or email [getinfo@askpivot.com](mailto:getinfo@askpivot.com)**

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