

Fall Assembly Report- Phone Service November 7,2020

This has been a very different year for all of us, with the pandemic causing fear and chaos. This has changed our predictability of having our meetings. All this changed in an instant causing many people to panic and isolate.

I had recently taken over and had many problems setting up the phone service into my name and then the pandemic. We are getting a lot more calls than previously. The bellow calls types are the ones we have been coming into the Phone Service.

Most calls are for finding Zoom meetings and having log in problems with logging into them or the links do not work.

The meetings on the website are not accurate and they want to talk to a live person so they can get accurate information.

Website says that there is an in person meeting and when they get there no one is there.

The caller just wants reassurance that someone will be there at the meeting- or reassurance about logging into the zoom meetings.

The biggest complaint I have received from the callers is that the website meetings are not up to date. I try to explain that the web master makes the changes as soon as she can when she gets the updated meeting information or changes. If the changes have not been made or sent in they are not made. It is very important that groups make the changes through the proper links of service.

I have been able to check the zoom links and the ones I have checked seem to work for me.

Number of calls into the phone service by month.

November 1-7 26 calls - October 114 calls - September 130 Calls - August 63 calls - July 91 Calls

June 74 Calls - May 55 Calls - April 132 Calls - March 159 Calls

February totals are not clear as we were changing over when I took over.

At this time we are all slots are filled for volunteers.

LIS- Marie B. Phone Service