Get the Most out of your Relationship with your Client Advocate

How PCC can work as a Team to make your Office successful

Q&A and Networking

While you’re watching, please join us in the channel called “Live Session” in UC Chat.

You must register for UC Chat if you have not done so already.
Session Goals

1. Understand PCC’s CA role
2. Spark some new ideas to work on with your CA
3. Insight on revised Support model

Who am I?
What is a CA (Client Advocate)?
In Jim’s words what is a CA?

What is PCC’s goal with the CA Role?
What Topics or where do we start with our CA?

What and Why do you call so much or.....
Who should a CA chat with in our Office?

Updated Support Model and how it works with my CA
How do I get in contact with my CA, wait, who is my CA?

Session Takeaways

1. PCC’s CA model can offer your Office a lot
2. New revised Support will really help your Office
3. Jim talks way too much
References

Learn.pcc.com
pcmh@pcc.com
PCC Community
Jim’s brain or better yet, your CA’s brain

What Questions Do You Have?

Questions posted in UC Chat will be read aloud by moderator for presenter to answer. Please post your questions in the channel called Live Session.
In case you missed

UC2020 course recordings will be available for later viewing on PCC’s UC 2020 YouTube Channel