

Get the Most out of your Relationship with you 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

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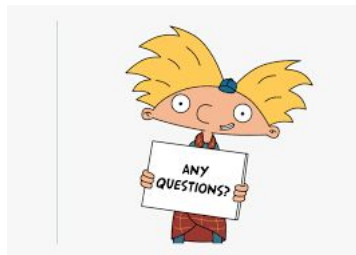
PCC Community

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](#)

