

## Nutun Digital Business Services and Complete: A Perfect Match

As Complete continues to grow, one constant has been finding partners that have the same outstanding workplace culture that Merlin and Aaron and team have built over the years. With that in mind, we were very pleased to host several of the leaders from Nutun Digital Business Services of South Africa in our Taylorsville offices this past week. **Carl De Villers**, CEO Business Services, **Stephan Venter**, Group Executive, Business Development and Capital Solutions, **Dean Gerber**, Vice President of Global Sales and **Rob Amoils**, Group Commercial Director, stopped by to work together to strengthen the partnership we have built over the past year. After several days of meetings, it is clear how much everyone appreciated that the success of our businesses are only made possible by each and every one of you who create meaningful, quality interactions with people on a daily basis.



To hear more about Nutun, their partnership with Complete, and South Africa, check out our latest [The Complete Story podcast](#), **NOW AVAILABLE on Apple Podcasts**, featuring Carl, Stephan, Rob and Dean.

## Rock Stars are all around!



Upper Right: Uverse/IRU team left to right: Diane, Triscia, Johana, Latoya

Upper Left: Medical team left to right: Angie, Judy, Teddy, Cynthia, Gloria, Donna, Jason, Roosevelt in the back & Lesa sitting in the front.

Lower left: B2B team left to right: Philip, Donna, Felisa, Darlene, Marco in front



## OCA Performance

### Look who is over 50% to goal in February!

Dean Muir	52%		
Michael Barta	58%	Cynthia Smith	79%
Nompumelelo Nkabinde	58%	Donna Tomlinson	60%
Duduzile Tshabalala	88%	Gloria Shelton	60%
Kgomotso Matlanato	87%	Teddy Lambert	55%
Katlego Bapela	75%	Angeline Withers	54%
Rosa Gutierrez	83%	Lesa Barbee	52%
Iris Arellano	51%	Felicia Gable	64%
Alejandra Flores	76%	Tynesia Stewart	59%
Trina Dau	52%	Richard Jenkins	90%
Armando Sanchez	67%	Sharon Huggins	114%
Tania Monroy	67%	Sean Battles	109%
Miguel Maldonado	85%	Cortina Williams	51%
Demaree Rodriguez	52%	Corey Taylor	271%
Reginald Breax	60%	Corey Kilpatrick	154%
Judy Reichard	122%	Robert Williams	72%
Nicole Vasquez	100%	Lindsey Roach	53%
Brionne Kidd	69%	Micah Williams	58%

## Coaches' Corner Feature By Mduduzi Mabaso - (Quality) KPI



A huge percentage of customers who call into a call center expect their issues to be resolved on the first call, this is the same when collectors or sales agents make outbound calls, you ideally want to secure the payment or that sale on the first call. For every follow-up call required to resolve the issue, customer satisfaction drops by at least 15%, that is why first call resolution (FCR) is very important in the contact center industry.

**Here are some tips on how to deliver the best quality on every call:**

- Open each and every call with a warm greeting, you ideally wanna have a smile on your face during that opening - trust me, the customer on the other end can feel it when you're being warm and friendly

- Make sure that you are authenticating/ verifying the customer, this includes confirming their first and last name, address if necessary for your role and always thank the customer or use positive queues after each piece of information they give you
- Control the tone of your voice, speak slowly and clearly and if the customer says something you do not understand, always paraphrase
- If it's an outbound call, always remember to take charge of the call and own it, you called the customer and you should control the call flow, but always be prepared to answer questions that the customer may throw at you
- If there is something that you need from the customer's end, always make sure that you are setting clear expectations and providing solutions and alternatives, that way you make things easier and effortless for the customer
- Be knowledgeable, know your product and always avoid long silent gaps or placing the customer on hold unnecessarily, unless you need to confirm something
- Remember to build rapport throughout the call to keep the customer engaged and to show them that you are 100% focused on them, if you hear a baby crying in the background, use that to build rapport, if they say they're on their lunch break, make sure you throw a comment like "I hope you're enjoying your lunch break, I won't take too much of your time" ask about the weather or talk about about current affair etc.
- Ask probing questions and always use positive words like, great, excellent, wonderful, awesome etc, that always delights the customer and that's our aim. To delight the customer on each and every call.
- Always make sure that you recap on every call, that way when the customer puts the phone down, they know exactly what is required of them and if they missed anything at the beginning, this creates the opportunity to remind them
- Always thank the customer for calling in or for taking your call and give them self service channels that they can use in the future to resolve certain queries or submit requests or to check other services that the company may be offering, this could be in the form of referring them to your company website or App as these channels will save them time
- Remember to always maintain a positive tone on every call, your last call for the day should ideally sound like your first call, maintain the same energy throughout
- Go For gold!

### Fun facts: Valentine's Day

**Saint Valentine's Day first took place in Paris on February 14, 1400.**

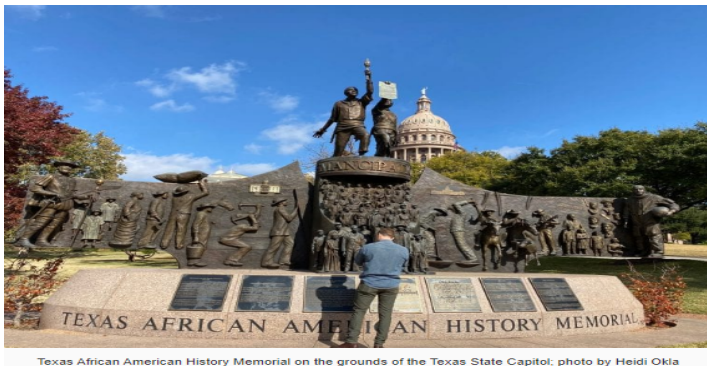


- 145 million greeting cards are exchanged every year for Valentine's Day. That's just in the U.S. alone, according to Hallmark! ...
- 8 billion conversation hearts are manufactured each year. ...
- 250 million roses are grown just for Valentine's Day!

***Happy Valentine's Day Everyone!***



## Black History Month

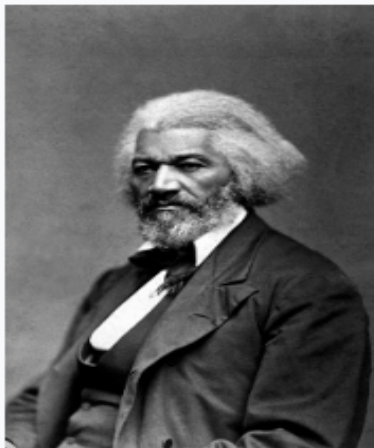


Texas African American History Memorial on the grounds of the Texas State Capitol; photo by Heidi Okla

Texas is rich in history and is home to many landmarks such as the Texas African American History Memorial. Austin is hosting events that can be reviewed at the link below in celebration and in honor of Black History Month.

<https://do512family.com/celebrating-black-history-month-in-austin/>

### Frederick Douglass



Douglass in 1879

If you've wondered why February was named Black History month, you might have read it was the correlation to the birth dates of two men cited with being prominent to the shaping of black history. One, president Abraham Lincoln, and the other Frederick Douglass. Frederick Douglass was a writer, influential spokesperson and activist. You may read about his life and works at the link below, however I encourage you to read his autobiography originally published in 1845.

<https://www.history.com/topics/black-history/frederick-douglas>

## Superbowl Friday



The team at JAX enjoyed popcorn on Superbowl Friday! Some showed up in their fav team's gear and snapped a shot to share!

(Pictured L to R- Shema, Justin, Sean, Latandra, Darren)

## Single's Day

*"To love oneself is  
the beginning of a  
lifelong romance. "*  
– Oscar Wilde

A google search result defines single's day as " *a celebration of love in all forms recognizing the love between friends, family and loving yourself.*" Let's take a dive into the latter. Some of you may have this "adulting" thing down, for many of us we have discovered that adulting is not for the weak. Life brings about change and challenges. Any plan for triumph requires faith and courage. Self Love is the root behind what will propel you forward in any circumstance! Celebrate Singles awareness day by reflecting on what unique qualities you possess, what you will choose to devote yourself to and inspire your own growth! Love is

for everyone, give the gift of love to yourself! Sincerely, Liz. Party of 1

## Volunteer of the Week! Tammy Honeywell helps create a "Night to Shine"



One of our pillars at Complete, is "Community" We encourage everyone to get out in the community and make a positive difference. Tammy Honeywell, from our Charlotte office did just that this past weekend, volunteering with the Tim Tebow Foundation's "Night to Shine"!

Tammy shares: "Last night, I along with many other happy helpers, volunteered for Night to Shine sponsored by The Tim Tebow Foundation. And what a privilege it was for all of us! There were moments where the love was so strong all you could do was stand in the middle of it and soak it all in. I was Buddied Up with a couple of very energetic, spirited, independant, sweet teenage girls! What I learned, is a teenage girl is a teenage girl ... and they do not necessarily want a "Momma" hanging around and cramping their style :). So I simply shadowed them at a distance, holding their things, getting them water and every once in a while cleaning their glasses :) .... while they chased boys, danced with their other girlfriends and giggled and laughed all night long!. It was incredible and I loved every minute of it! The limo ride was probably my favorite. There is something to be said about being the only adult in a limo filled with teenage kids and making it out alive!"

Thanks Tammy for giving your time to make a positive difference in the lives of others. And thank you Complete for supporting these types of activities!

Click here for more information on the [Tim Tebow Foundation](#) and a "[Night to Shine](#)".

## Upcoming Calendar of Events -

February	Day	Note
2/12/2023	Sunday	Superbowl Sunday
2/14/2023	Tuesday	Valentines Day
2/15/2023	Wednesday	Singles Awareness Day
2/20/2023	Monday	President's Day
2/21/2023	Tuesday	Mardi Gras
2/21/2023	Tuesday	One year anniversary of Waypoint with Complete
2/22/2023	Wednesday	National Walk the Dog Day
March	Day	Note
3/1/2023	Wednesday	Women's History Month
3/1/2023	Wednesday	1 year anniversary of Prince Parker with Complete
3/2/2023	Thursday	Getting to Know the Business
3/10/2023	Friday	Anniversary of Airtech Partnership
3/12/2023	Sunday	Daylight Savings Time Starts

\*\*\*Reminder to RSVP to your local yearly celebration\*\*\*

## Now Hiring!



We have the following upcoming classes:

**Equipment - Taylorsville/Jax - Tuesday February 14th**

**RPM/Waypoint - Jax - Monday February 13**

**Equipment and OCA- Taylorsville/Jax - Tuesday February 28th**

[You can see our current postings on Indeed.](#)

We are also currently hiring for:

**Accountant - Taylorsville, UT**

**And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment!**



## Question of Week

**Last week's question\*:** What is your favorite inspirational quote?

We received many inspirational quotes! This week's winner shared, "Injustice anywhere is a threat to justice everywhere". Dr. Martin Luther King Jr.

Congrats to this week's winner, **Puneet Kapur**, from our Charlotte office!

**This week's question\*:** Where did Tammy Honeywell volunteer?



How do you answer the question? Now there's an even easier way to submit your answers. [Click here](#) to submit your answer directly! You'll also have a chance to tell us what you think about the newsletter.

You get an entry on the prize wheel for a correct answer AND we'll post the winner in next week's edition of [The Complete News](#)!

### Feedback is a Gift!

So do you want to recognize a coworker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!



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The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Solar), Bubba Lawrence (Texas), Chancy Richards (Taylorsville), Eric Georgeopoulos (Jacksonville)