Delphinus Constellation

Delphinus is a constellation in the northern sky, close to the celestial equator. Its name is Latin for dolphin. Delphinus was one of the 48 constellations listed by the 2nd century astronomer Ptolemy, and it remains among the 88 modern constellations recognized by the International Astronomical Union. It is one of the smaller constellations, ranked 69th in size.

Delphinus' brightest stars form a distinctive asterism that can easily be recognized. It is bordered (clockwise from north) by Vulpecula the fox, Sagitta the arrow, Aquila the eagle, Aquarius the water-carrier, Equuleus the foal and Pegasus the flying horse.

The Constellation

A newsletter for Answering Service Employees; donated to the industry by TeamSNUG

A Shining Star to Guide the Way...

Today's Luminary is Justin Wiggins from Main Line TeleCommunications

Submitted By Julie Sparklin

Big things come in small packages and Justin Wiggins is no exception! She started with Main Line TeleCommunications (MLT) in 2004 as an agent. Her potential was apparent early on and it was obvious that she enjoyed the variety of opportunities that an answering service provides.

Justin moved through MLT’s Path to Success quickly progressing through 4 agent levels and 3 dispatch levels. Her A+ certification from the Chubb Institute made her a natural to learn to program Amtelco's Infinity platform. Soon after mastering client updates, directories, and new accounts, she began training others and developing processes to teach programing skills.

Attention to detail, a steadfast commitment to quality, and a sincere desire to see her teammates as well as MLT succeed, made Justin become a Shift Leader. The position was new to MLT and she worked hard to help define the responsibilities and demonstrate leadership. Going from being a peer to leading your peers is not an easy transition but her honest, fair, and consistent demeanor were key in gaining her teams trust and respect.

Justin moved to Murrells Inlet, South Carolina in 2006; and asked to become a remote employee. We definitely didn’t want to lose her so it was an easy decision. There are always concerns when any employee goes remote but Justin transitioned quickly and continued to demonstrate an unwavering work ethic. Even in a remote capacity, she demonstrated an ability to lead, motivate, and manage the staff. Justin is now our Manager of Operations & Client Services.

In addition to leading the Operations Team she is responsible for client satisfaction, including onboarding new clients. She develops friendly relationships and is hands down the person a client wants to speak with when they have an issue or big change to discuss. Our clients respect Justin, and know she gets the job done correctly.

Personal and professional development are important to Justin and she welcomes opportunities to learn new things. She has attended conferences and workshops hosted by NAEO, ASTAA, ATSI and CAM-X.

Justin now lives with her husband Tom, 15 year old son Tommy, and their yellow lab Luke in Chapin, South Carolina. She and her family are huge hockey fans and remain loyal to the Philadelphia Flyers even though they now live in the deep-south. Tommy plays hockey for a local team so they stay busy with his practice and games. In her down time, Justin enjoys reading and is always looking for her next good read.

MLT became lottery winning lucky when Justin Wiggins joined the team. She is determinedly devoted to the staff, the clients, and the company. Her work ethic is second to none and she is respected by her team, our clients and industry peers.
Those of you who work for a company that takes part in the ATSI or CAM-X Award of Excellence Program should be aware of some changes in the Grammar criteria. Even if your company does not take part, the information herein will help you be a better, more professional agent. In the past we were not allowed to use the expression, “Okay” in our conversations with callers; it was considered to be slang. At a recent review the committee recognized that this word is so ingrained in the English language that it is no longer objectionable. It is now acceptable to use the word “okay” to agree or to acknowledge something the caller has said. Of course, the way in which it is said still matters. A long drawn out o-kaaaay, could be considered sarcastic and rude; or just very unprofessional, if said while the agent was thinking (or stalling). You may now use the word naturally and sparingly, and it will no longer lower automatically your score if you say it.

That being said, please don’t begin regularly using it as a response after taking information - that, will get you into trouble of a different kind. Because, the committee also added a new general criteria. We are not to over use ANY word; doing so distracts the listener and makes the conversation sound mechanical.

Let’s take the word “Please”. It is to be in our conversations at least once. One of the very best habits to get into is to add the word please when you are asking for something. For instance, asking for a phone number should be at least a SEVEN word sentence, “May I have your telephone number, please?” However, don’t get carried away! If you follow that request with another, “May I have your address, please,” and another, “May I have your firstborn child, please?” That is ALL THE “PLEASING” YOU CAN DO. You have said “please” three times; it’s becoming mechanical – and sounds disinterested. Some common words to be sure you are not over using are, Okay, alright, please, thanks, and crutch words – such as mmmmmm, well, and so. Be careful of all the words you use to fill a silence while you’re thinking.

THE RULE OF THREE

The new “rule of three” criteria is as follows. The CSR habitually used a particular word (more than three times) during the call. Habitually means that a particular word is overused to the point of distraction during the call.

5 points - CSR used proper business phrasing throughout the call, without slang or habitual use of a particular word.

0 points - CSR used any slang term OR, CSR habitually used a particular word.

They have changed this to be an "all or nothing" criteria. Which of course will make it more difficult to score highly, because slang and misuse of words is so prevalent in our society.
Enjoy Ginger—
The volatile oils in ginger have long made it a useful herbal remedy for nasal and chest congestion. Pour 2 cups of boiling water over a 1-inch piece of peeled, grated ginger; steep for 10 minutes and strain. Add a pinch or two of cayenne pepper to the water and drink as needed.

Healthy...

Wealthy...

...and Wise

Children whose parents speak openly and candidly together about household finances have a better understanding of budgeting and saving than children whose parents do not talk about money in their presence.

Give everyone in your company business cards with your company name on them. They are inexpensive and give your employees a sense of pride about their position. They also will help you spread the word about your company!

ARE YOU CERTIFIED? ASK ABOUT ATSI AGENT—SUPERVISOR—SITE CERTIFICATION TODAY!

If you have a little time
and no important work to do;
play Sudoku!

How to Play—
The objective is to fill the 9×9 grid with digits so that each column, each row, and each of the nine 3×3 sub-grids that compose the grid contains all of the digits from 1 to 9.
This expression has been around for a long, long time, and it has been valued for a reason. It is GREAT advice! Throughout life we find ourselves in places and situations that we never intended and that are not necessarily a part of our life plan. Later on down the road we will look back and see that a detour turned out to be a very important piece of background that helped us move forward in another time and place.

The college course you took when the class you wanted wasn’t available and you needed a credit, the volunteer position you agreed to take because a friend twisted your arm, the part time job you took at an answering service, until something better came along, all of these situations and many, many more are opportunities. You didn’t expect to be planted there, even for a short while, but you were planted there so put down some roots and grow.

Every class you take, every chance you have to learn something new, should be optimized. You wanted “Photography 101,” you got stuck with “Astronomy for Beginners”; imagine how you might be pointing out Halley’s Comet to your grandchildren when it passes by in July 2061, explaining that Edmond Halley realized the comet was actually revolving around the sun and passed by earth every 76 years or so. Someday you will look back and realize that something you learned in any and every class you took fits perfectly into a new job or pastime.

Every time you reach out to assist someone as a volunteer you grow. Organizing a 5K Race for a charity, preparing food for a soup kitchen, even acting as secretary for your homeowner’s association, provides experiences and understanding that we would not know otherwise. When we volunteer we learn skills that we will use again and again in life. Helping the organizations that help others is not only fulfilling, we sometimes meet other like-minded individuals who will make a difference in our lives in the future.

And that little job you took in an answering service, will teach you skills and values that you will be able to use in every job you ever do, paid or unpaid. You will obviously learn the polite way to answer a telephone and take a message; but that is the least of what you will learn from this job. You will learn patience, empathy, and self-control, when you are involved in conversations with callers. You will learn decision making, prioritizing and organizing when you are delivering messages. You will learn to be punctual, dependable and a team player as you work with your group to make sure your company is giving great service. Most of all you will see the inner workings of a very complicated, but simple business. You will forever understand the multitude of businesses that your service answers for, and why their phones are the lifeblood of their company. Working in a telephone answering service is a great foundation for working anywhere. It will look good on your resume and it will feel good in your heart.