

- PRESS RELEASE -



"This is a hot topic that has been making the headlines for days: the Covid-19. Do you think everything has been said? We think it's important to share our experience.

Most recently, our government has ensured that the services offered by ScopServ International Inc., as well as other telecommunications companies, are considered "**essential services**". In this context, we want to reassure our customers your most important needs will be honoured and answered as soon as possible.

We are aware that some companies haven't yet completely gone digital, that is "complicated" to be proactive both in support and in communication when restrictions arrive so quickly.

Take advantage of the many collaboration tools to which we have access, telephone solutions that can support businesses, from the smallest to the largest. There are never problems, always solutions.

Here are some good telecommuting practices for you or your clients:

- Create a dedicated space at home
- Prepare as if you going to the office
- Respect your working hours
- Establish a work method, a follow-up at the start and / or end of the day, for yourself or with your supervisors
 - Prepare a list of actions carried out during the day, to take stock at the end of the session
 - Respect the "hello" in the morning and the "goodbye" in the evening to your coworkers
- Use voice communications as much as you can! (Email transfer is not a good idea = not all read because too much volume)
 - Prioritize the means of communications:
 - ❖ Cellular: Important - need immediate response
 - ❖ SMS or Text: Important - need an answer within an hour
 - ❖ Email: Important - need a written, validated response, response within one day
 - ❖ Visio: Work meeting
 - ❖ Slack: courtesy discussions, no emergencies, notifications

Hang in there! It is by becoming individually aware of the situation that we will come out of it effectively!

ScopServ remains available for all technical or commercial questions! Call us: 866 722 3292"