

Care & Connect

Connect with your Care team! See this month's spotlight agents and read about the team's wins from this month.

Get to know some of our Care team members!



Leah Key

We are so lucky to have had Leah join us this past April! After living in Los Angeles for the past 6 years, she recently took the leap to Sydney, Australia, and has been there since the beginning of this year. Leah's favorite memory of the team so far is all the support the team has given her as she completes the onboarding process, and she's incredibly excited to be a part of such an innovative leader of the industry.



Nora Easton

Nora is the newest member of our team, joining us from Atlanta, Georgia! She loves to travel and her most recent trip was a week in London! The biggest aspect of her role that pushed her to join the team is the ability to help all kinds of people, both inside and out of the company. If you're ever in Atlanta, make sure to ask for Nora's favorite hiking trails and coffee shops!

August Rundown: A quick recap of your accomplishments this month!

- Closed 560 tickets out of 585 opened tickets.
 - Created and launched a new workflow for better tracking and reviewing.
 - Updated our third-party ticket submission and have completely resolved 3 out of 10 tickets!
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Wins of the Month

Recognizing our team's wins, big and small.

Congratulations to Derek on his promotion to Manager! 🎉

The new workflow for reporting issues has made all our lives easier and more efficient. Thanks to Greg and Marie for continuing to work with IT to improve our systems!

The product meetings with the EMEA teams were incredibly received! Presentations will be continuing with the C-Suite, so keep up the good work!

Shoutouts

Celebrating our superstars who stepped up to help us all succeed!

We're all wishing Jane a very happy birthday this month! Thank you for all you do for the APAC team and congratulations on your accomplishments this year.

Eric had amazing customer reviews this month! From quick response times to advocating for the customer with other teams, thank you for your dedication to helping our customers.

A special shoutout to Leah for all her work in updating our third-party ticket platform. She created a platform for customers to build and seek out help. Great work, Leah!

Boost your writing skills

Our company's global and our writing should be too! Check out these refreshers on cross-cultural writing styles.

Writing Across Cultures

Need a reminder on intercultural writing? Check out this piece about the differences in business writing and motivation between cultural writing styles.

Avoiding Cultural Mishaps

Want to write like a corporate pro? Check out this short article on managing different aspects of business writing.

Something you'd like to see added to the newsletter? Drop any and all feedback [here!](#)