



Items we will discuss

- Pivot Tables
- What Star Wars has taught me about Customer Support
- Keeping ourselves competitive
- Technology changes

Pros of a Pivot Table:

- Querying large data in many ways
- Subtotaling and aggregating numeric data, summarizing data by categories and subcategories, and creating custom calculations and formulas.
- Filtering, sorting, grouping, and conditionally formatting a specific subset of data to enable you focus on the information you want.

Pros of a Pivot Table:

- Drill Down Reporting
- Refreshed with Recent Data
 - You can setup a Pivot Table to query a database, and by refreshing the data the entire report updates
- Formatting easily handles Data changes
- Flexibility

Cons of a Pivot Table:

- Difficulty in using the data
 - Making a Pivot Table can be done very quickly, but not understanding the data can make the tool very intimidating
- Data Changes
 - Depending on how you setup your Pivot Tables sometimes they may not refresh with current data
- Source Data formatting
 - Not only being familiar with your source data is needed but cleaning it up is often needed.

Cons of a Pivot Table:

- Must have Excel
 - When sharing the data to another user that user will need to have Excel to be able to access the workpaper where the Pivot Table is located in order to use it
- Limited Style Options
- PivotTables do not allow for Text to be entered in the data values area of the table.

What STAR WARS taught me about Customer Support

What Master Yoda can teach us about Customer Support

- **“Do or do not, there is no try...”**

- Customers never want to hear the word “try”, they want to hear you can solve the problem; find out a way to solve it; or just take responsibility for it.



What Master Yoda can teach us about Customer Support



- **“Anger, Fear, Aggression. The Dark Side of the Force are they.”**
 - Some of the most important Customer Service training is the ability to handle an upset customer. A calm, proactive response to an upset customer versus an instinctive reactive one turns a volatile individual into a satisfied, life long advocate.

What Master Yoda can teach us about Customer Support



- **“Difficult to see, always in motion is the future...”**
 - In Customer Service, as in business, we are always looking ahead to new channels and trends. Organizations must now develop their support process and choose solutions that are fluid and flexible to adjust to rapid changes rather than plan for every 5 to 10 years.

What Master Yoda can teach us about Customer Support



- **“You must unlearn what you have learned.”**
 - It’s easy to want to take processes and habits from other companies or roles, but we must sometimes unlearn old habits and look to what we can learn from experts, peers, mentors and our customers. Keep an open mind and be open to change and learning.

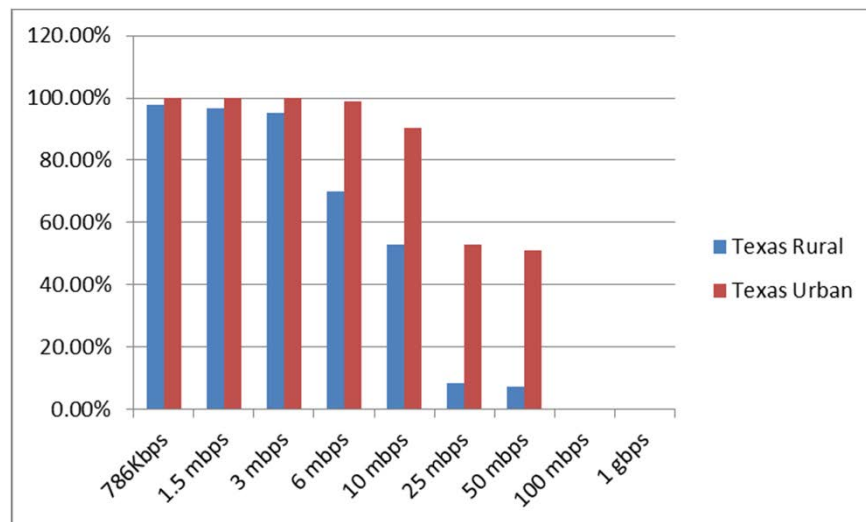
Your Customers are all in pursuit of their own passions, and we have to keep a pulse on trends and technology they are using to get there.



Internet Users in the World

- 40% of the world population has internet
- Number increased tenfold from 1999 to 2013
- First Billion reached in 2005, Second Billion in 2010, Third Billion in 2014
- US – 279,834,232 Internet users, 7% growth per year, Population growth is .79% per year
- US – 86.75% of population has internet

Broadband in Texas



WHAT IS DRIVING YOUR CUSTOMERS

- Access to Entertainment (Video, Radio, Podcasts, Streaming, etc.)
- Technology – Smart Homes, Smart Phones, Smart Watches, Smart TV's, etc.
- Entrepreneurs need to stay competitive
- Ability to run a business successfully from Rural
- Staying Connected 24/7

WHAT IS DRIVING YOUR BUSINESS

- Profit
- Staying Connected
- Staying Competitive
- Keeping your Customers for life
 - You have to work harder now to be isolated than to be connected. Use resources available to keep in touch with your customers and their needs.
 - Social Media, Support follow up emails, etc.

Stay on Target....Stay on target...

- Access to the clients is our main focus, right? Rural is finding a way to stay competitive and our clients are benefiting from that.
 - FTTH
 - DOCSIS 3.1
 - Microcells, Distributed Antenna Systems (DAS), and picocells

Stay on Target....Stay on target...

- DSL is not dead; VDSL, NDSL, and eventually GDSL are finding ways to push the broadband strength to the consumer
- Stay ahead of the organic demands
 - SmartPhones, SmartCars, SmartHomes, SmartWatches
 - On Demand Services

Computing is becoming an accessory



- IOS – Apple iWatch
- Android Watches
- Neptune – Watch is the hub



Tablets vs Laptops

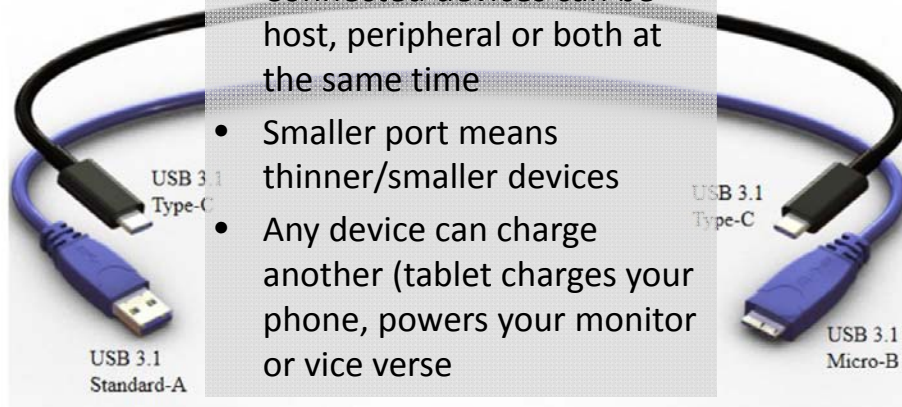
Laptop	Battery Life	Tablet	Battery Life
Lenovo ThinkPad T450s	15h 26m	LG G Pad 10.1	13h 55m
Toshiba Protégé Z20t	14h 37m	Lenovo Yoga	13h 1m
MacBook Air 13"	12h 20m	Apple iPad Mini 2	11h 6m
MacBook Air 13" w/ Retina Display	12h 4m	Amazon Fire HDX 8.9	10h 19m
Dell XPS 13 (non-touch)	11h 42m	Dell Venue 11 Pro	8h

USB 3.1/USB C Cabling




Artist renderings courtesy of Foxconn, final design subject to change

- No more worrying about the orientation when plugging in
- Faster Transfer rates (Gen1 – 10GB, Gen2 – 20GB)
- Connected devices can be host, peripheral or both at the same time
- Smaller port means thinner/smaller devices
- Any device can charge another (tablet charges your phone, powers your monitor or vice versa)



Artist renderings courtesy of Foxconn, final design subject to change



USB 3.1 Type-C

USB 3.1 Standard-A

USB 3.1 Type-C

USB 3.1 Micro-B

- Data and Video can be sent across more easily. (One cable to charge, and send video from smart phone to computer, etc.)
- Media Agnostic USB (MA USB)
 - Allow communication using USB protocol over a wide range of physical communication media (WiFi, WiGig, etc.)
 - Gigabit transfers wirelessly

Artist renderings courtesy of Foxconn, final design subject to change



Available as a free Upgrade for most Windows 7 and Windows 8 users on July 29, 2015 through the Windows Updates Service.

Major Changes

Say Goodbye to:

Windows Media Center
Windows 7 desktop gadgets
Hearts

Early upgrades will have to have a separate playback software to watch DVD's. Later updates will provide a DVD playback feature.

Updates are automatic with Home Users. Pro and Enterprise can still defer updates.



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System Requirements

PC's and Tablets:

32 Bit	64Bit
1GHz Processor or SoC*	1GHz Processor or SoC
1GB RAM	2GB RAM
16GB available Space	20GB available Space
DirectX 9 or later video card	DirectX 9 or later video card
1024 X 600 display	1024 X 600 display

*SoC – System on a Chip

Windows 10

- Start Menu/Start Screen can be interchanged
 - Items pinned to the Start Menu now show up to the right of the menu when you press Start
 - These can be turned off to allow for a clean Start menu as you had in Windows 7
- Ability to extend the task bar across multiple desktops is still available as it was in Windows 8, so you can have applications in the extended task bar for only what you are working on in that window without 3rd party applications needed

Windows 10

- Windows 8 Features are still there (Charm Bar, etc.)
- Additional Desktops
 - Desktop environment that is not affected by other desktop environment
 - If you accidentally close an additional desktop the applications will immediately come to the primary

Thank You!!



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