

Professional Service Delivery from the Comfort of your home

August 2021 War Room Task team



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SASSETA cares for its staff and encourage employees with chronic illness, co-morbidities, and those over the age of 60 to work from their homes. And, when the office is sanitised, everyone is required to work from home. How difficult is that? Often it is not as easy or as cool as it sounds.

We need to set ourselves up to produce the same (if not better), quality of work at home that we did at the office. With the tools of trade provided we should not have an issue working productively

- **Forward calls on your desk phone to your mobile number** so that clients and colleagues can reach you easily and quickly. Not only will this keep you in the loop of what is happening back in the office but will convey a professional image to our stakeholders out there. It is our responsibility as employees to be available to our stakeholders, our managers and our colleagues while working from home. If you are working from home and have not forwarded your calls, please ask a colleague at the office to do so for you.

- **Here are the steps for call forwarding on Yealink telephone.**
 - **Press the Menu** softkey.
 - **Select Features** > Call Forward.
 - Select your desired forwarding type.
 - **Always:** Forwards all incoming calls. (Select this options for WFH)
 - **No Answer:** Forwards all unanswered incoming calls.
 - **Busy:** Forwards all incoming calls while you are in a call.
 - **Dial the forwarding destination number** (internal extension or external number/mobile number).
 - **If you selected No Answer**, enter how many rings to wait before forwarding. **Press the Save softkey.**

[Click here](#) to watch video

- **Calls to your mobile:** The same rules apply to taking calls at home than they do in the office. When our desk phone rings – we answer. When our mobile rings – we answer. We need to project a seamless transition from office to home for clients and colleagues.
- **The voice over on the switchboard** direct callers to the website phone and email lists. . All staff internal numbers and email addresses are posted on the website. This means that we will be contacted by stakeholders either by phone call or email. We cannot ignore calls for help.
- **Set up automatic messages** on your phone to quickly message a caller if you are unable to take the call. *Thank you for calling SASSETA, I cannot take your call right now. Please email me at (your email address) and I will respond as soon as possible.*
- **Ensure that your family and friends' numbers are identifiable** so that you can check immediately if the call is personal or business and respond accordingly.
- **Client emails:** When receiving an email from a client and you are unable to assist immediately, you can reply that you will investigate the matter and revert on (give a date) and then diarise to do so. Email responses to clients are preferable to telecons as you automatically create a thread for reference and for forwarding to colleagues.
- **Call Centre** responds to email queries sent to the call centre email address (callcentre@sassseta.org.za). If the agents are unable to resolve the query, they will forward it to the employee who can quickly provide an answer. Please treat all emails from the call centre as urgent.

- **Adhering to corporate policies and** procedures while working from home is still a requirement as you are a SASSETA employee in another office.
 - Complete your COVID-19 Health Report daily. This is always extremely important but especially when you are isolating at home for recovery tracking purposes.
 - Apply for sick leave and annual leave as you normally would.
 - Adhere to the confidentiality of documentation
- **Installation of and APP on your laptop.** We may not download software without ICT approval. Should you come across an APP that will help you with your workday, run it past ICT first.
- **Intranet:** Your home may not be equipped with adequate intranet connection speeds for fast downloads and lengthy online meetings. If you experience a lot of interruptions or cut outs due to connection challenges, the quickest solution is to hotspot your mobile phone as a network link. If you are unsure of how to do this, call ICT for assistance.
- **Laptops and other technical tools** of trade can be tricky at times and if you experience technical issues of any kind, please contact ICT for a solution.

Right now, our external stakeholders are more concerned than ever about the negative impact slow turn-around time has on their productivity and their income. It is our responsibility to resolve their queries rapidly so that business can flow.

Please send **your** WFH tips to warroom@sasseta.org.za. We would love to hear from you!



Stay well. Be safe

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