
MEETING MINUTES: INNOVATION MEETING FACILITATED BY CUSTOMER SERVICE TEAM

Meeting Information

Date	17th September 2024
Time	10:00 AM - 11:30 AM
Location	Head Office Conference Room
Facilitator	Customer Service Team
Attendees	Noah Cooper, Hiroshi Tanaka, Maria Gonzalez, Oliver Campbell, Raj Hans
Absent	None

Agenda

1. Introduction and Opening Remarks
2. Review of Previous Meeting Minutes
3. Discussion on Innovation Strategies
4. Presentation of New Customer Service Initiatives
5. Open Forum for Ideas and Suggestions
6. Resolutions and Action Items
7. Conclusion and Next Steps

Detailed Minutes

Motions, Discussions, Resolutions, and Action Items:

Motion	Discussion	Resolution	Action Item	Responsibility
Approval of Previous Meeting Minutes	The team reviewed and approved the minutes of the last meeting.	Minutes approved unanimously.	N/A	All Members
Adoption of New Customer Service Initiatives	Several new initiatives were proposed to enhance customer engagement and satisfaction, including the use of AI chatbots and a customer feedback app.	The team agreed to pilot the AI chatbot initiative for three months.	Implement AI chatbot pilot program	Noah Cooper, IT Department
Implementation of Innovation Strategies	Discussions centered on integrating innovative approaches to improve the customer service process and overall efficiency.	Adopted a phased approach to innovation, beginning with process automation.	Develop a phased plan for process automation	Hiroshi Tanaka, Operations Manager



Setting up Open Forum for Ideas and Suggestions	The team agreed on the importance of an open forum for continuous improvement and innovation.	Monthly open forums to be scheduled for idea sharing.	Schedule monthly open forums	Maria Gonzalez, Customer Service Lead
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Conclusion and Next Steps

The meeting concluded with a consensus on the importance of implementing innovative strategies to enhance customer service and engagement. The team is committed to executing the outlined action items promptly and will reconvene in the next scheduled meeting to assess progress.