JUNE 26, 2024

POET'S CORNER

POET
Pricing & Order Entry Transformation

NEWSLETTER

We are back to bring you another edition of the POET Newsletter! Summer is here and POET's development, capabilities, enhancements and enrichments continue to charge ahead!

THIS MONTH'S MUST-READS:

- ☑ User Feedback Sessions – A Recap: See how Service colleagues will shape POET's development!
- ☑ Practice with POET: Hear what your colleagues said after their hands-on practice session building quotes in Salesforce CPQ!
- ☑ POET Change Network Spotlight: Read an update from the Champions helping us navigate the switch!

Your input matters! We need your questions and ideas — send them to POET@PODS.com. Let's build POET together!

Virtual Scavenger Hunt

WHAT DOES OUR ACRONYM "POET" STAND FOR?

Send your answer to POET@pods.com for a chance to win 100 Blue Door coins!

POET Program Update

TURNING UP THE HEAT!

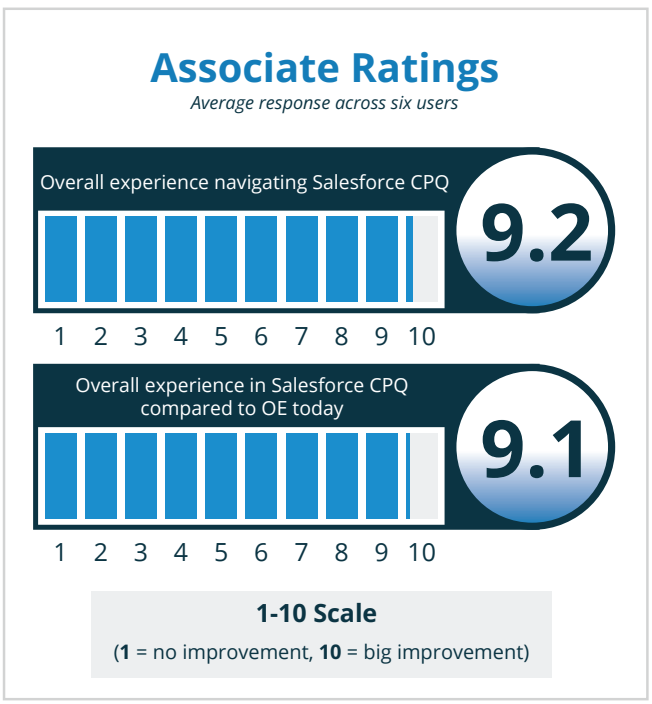
NEW POET Capabilities!

- Calendar override process and request
- Ability to capture contact information
- Document driver notes
- Provide regulations and permit information
- Recap required forms
- and more!

POET Wins Users Over!

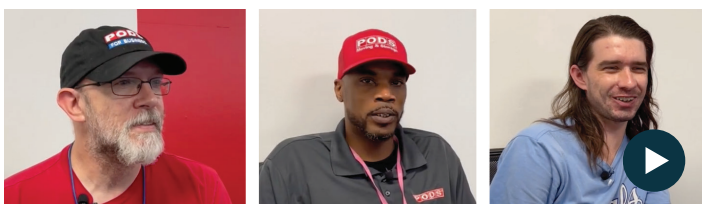
In June, the POET team held in-depth sessions with six associates from Residential Service, Commercial Service, and Ops Support. Participants navigated a mock Salesforce interface and performed various order modification scenarios. This hands-on approach helped users get a feel for the tool and provide valuable feedback to enhance its design before development begins.

The verdict is in – the results are overwhelmingly positive! Compared to the current Order Entry system, POET scored significantly higher in both user comprehension and satisfaction.



Tester Testimonials: POET in Action

Hear from three of our testers — Jacob Fitzgerald, Shane Watson and Charles Chambliss Jr. — on the insight they gained from their hands-on experience with POET!



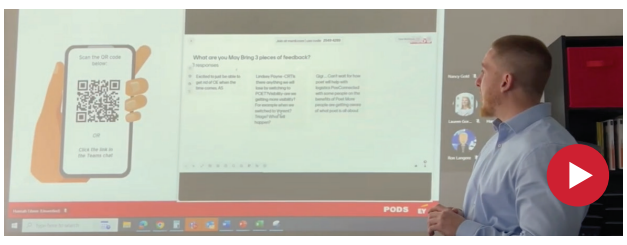
*Check out their full interviews on the **POET resource center**!*

POET Change Network Spotlight

CHAMPIONS LIGHTING THE WAY!

June Change Network

In early June, the POET Change Network gathered for its second meeting. Change Champions used the meeting to address colleague feedback and questions on POET, sparking lively discussions, brainstorming, and ultimately, new POET developments. Champions also observed live demonstrations in CPQ, focusing on creating quotes with different levels of customer information.



*Check out the Change Network session montage on the **POET resource center**!*

Calling All CPQ Users! Dive Deeper with POET

This month, the SSC hosted a "Practice with POET" open session in Training Room C, where 25 attendees gained valuable hands-on experience. Users explored different CPQ scenarios, received expert guidance from Team POET, and learned valuable tips. Don't miss your chance to try POET! We'll be hosting more sessions later this summer. Stay tuned for upcoming dates.



***Click here** to see our Champions get hands-on with POET.*

Blue Door Coin Winners!

Jessica Burt, Coordinator I — Hidden-Word Activity Winner!

Terrance E. Campbell, Architect V — May Newsletter Virtual Scavenger Hunt Winner!

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Additional Resources and Contact Information

POET Resource Center: This is your one-stop shop for everything POET – from training modules to contact info for our superusers and Change Champions.

Got questions or suggestions? Send them to the POET Program Inbox: **POET@PODS.com.** Responses will be posted on the POET Resource Center under the "Q & A" tab the week after you submit your question.