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## Billing Info

Transmit day for May 1  
billing is Tuesday, April 23

## 2019 MACC Events:

Midwest Road Shows  
Cedar Rapids, IA - April 9  
Ft. Dodge, IA - April 10

MACC Users Group  
Chandler Arizona  
April 16-18

MBTC  
Omaha, Nebraska  
Session 1: Sept. 4-6  
Session 2: Sept. 9-11

## Trivia Winner

Congratulations to  
**Sheila Rouse of Olin  
Telephone Co., Inc.**  
who won our March MACC  
Trivia Contest. Look for  
MACC Updates for more  
chances to win!

# What's your super power?? Attend MBTC 2019 and you'll find out!

by JoEllen Maras, Creative Services Designer



**Save the date for the 2019 MACC Billing and Technology Conference (MBTC)! This year's MBTC will be held September 5-7 and September 10-12.**

Our MBTC masked marvels are busy plotting out another great conference packed with hands-on learning, product updates, super-informative sessions and lots of fantastic fun!

MBTC 2019 will be held at the DoubleTree Hotel Downtown Omaha, keeping you in close proximity to the airport and only six blocks from the historic Old Market district. We are excited to share all the exciting renovations that have happened since we were there last year!

In January, the hotel completed a \$5 million HVAC upgrade, giving guests the ability to control the heating and cooling in their rooms. All guest rooms have new carpet, wall coverings, mattresses, furniture, and TVs, and all bathrooms will be refreshed! High speed Internet has been upgraded in guest rooms and throughout the entire hotel. We have seen the new look in the hotel and can assure you it's awesome!

Upon registering for MBTC, you can choose to have a refrigerator and/or microwave placed in your rooms at no extra charge, and the hotel will continue to provide attendees complimentary breakfast, as well as free shuttle services running from 6:00 am – midnight. Watch the MBTC website for more information, along with photos of the renovations at [www.maccmbtc.com](http://www.maccmbtc.com).

Future issues of this newsletter will contain up-to-date information, and you will receive periodic emails with more details about MBTC. If you are not receiving MBTC emails and want to be added to our list, please contact Kristi Rounds at [krounds@maccnet.com](mailto:krounds@maccnet.com).

We look forward to donning our capes and seeing you in September!

# Featured MACC employee for April



**Danny Morrow is April's featured MACC employee.** He is a Software Engineer in our web services team. If you use any of our web-based products, such as our Time Management System (TMS), eMACC Management Reports, or Web Self-Care, you're using products Danny helped to create.

**Q. When did you start at MACC?**

**A.** October 1992.

**Q. What's your favorite part of your job?**

**A.** I like building software that helps people in their jobs. I enjoy how my job is technical, yet also requires communication and working with others.

**Q. Can you please tell us about your family?**

**A.** I have been married to my wife, Kelly, for 30 years. We have two children, Samantha (24) and Andrew (21).

**Q. What do you do for fun in your free time?**

**A.** I'm a big sports fan, especially baseball. I'm always interested in reading and learning more about a wide variety of things, but especially sports, US history, and current events.

**Q. If you could travel anywhere to spend a week on vacation, where would it be?**

**A.** We recently took two trips that were so enjoyable I wouldn't mind going back again. Last fall we saw the Canadian Rockies in Banff and Jasper National Parks. And this March we went on a trip where we saw a Major League Baseball spring training game in the afternoon and saw our son play in a college baseball game that same evening.

**Q. What's the best career advice you've ever received?**

**A.** My dad's advice was pretty simple, but still good. He advised me to find a job that I liked doing and to always do my best.

**Q. What's your favorite quote?**

**A.** Freedom consists not in doing what we like, but in having the right to do what we ought.

**Q. The one person I've always wanted to meet?**

**A.** It would be nice to somehow see my grandparents again back when they were younger and where I wasn't just a young kid. I think I would appreciate that time together a lot more now and learn more about them.

# Teriyaki Steak

## Ingredients

5 pounds of rib roast  
½ cup soy sauce  
½ cup vegetable oil  
¼ cup sugar  
¼ tsp pepper  
1 to 2 tsp salt  
¼ tsp accent  
2 cloves garlic  
2 small, long onions

Our family likes to cut up the roast or steak into thin sliced pieces. You then marinate with the rest of the ingredients for no less than 24 to 48 hours.

We like to grill the steak most of the time, which tastes the BEST! The original recipe is for the oven at about 450 degrees until brown. (approximately 20 minutes depending on the size of pieces). You can then put it in a crock pot to keep warm and serve.

This is a MUST for our family over the holidays!

*Recipe courtesy of Margaret Stoltz, Customer Master Software Support Representative II.*

*Have a recipe you'd like to share? Send it to Ryan at [rthompson@maccnet.com](mailto:rthompson@maccnet.com).*

## MACC will be conducting network maintenance on April 14th

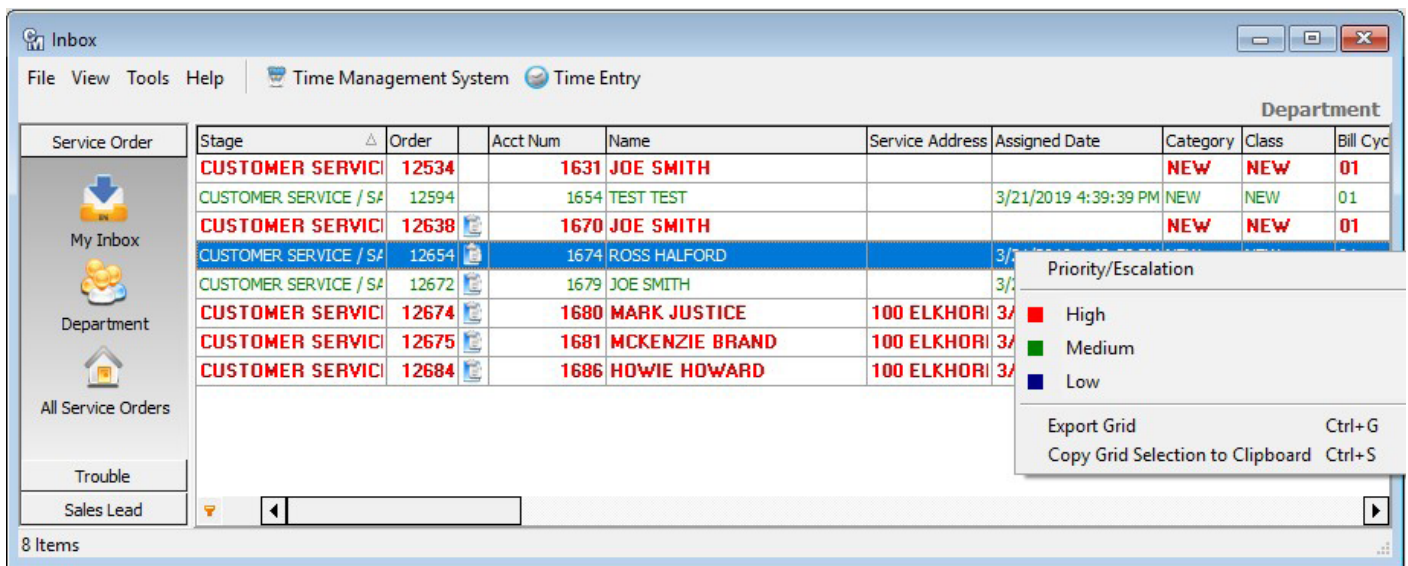
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, April 14th our technicians will conduct maintenance on our network. During this time, web-based services from MACC may be unavailable. This affects MSaaS and all MACC websites (Web Reporting, TMS, FTP, etc.) as well as online access to customer statements. Going forward, MACC will be scheduling network maintenance during the same timeframe on the second Sunday of each month. Please contact your MACC Client Relations Manager or Account Manager if you have questions regarding this maintenance schedule.

# Reach new levels of customer care with Service Order Escalation

by Julie Riecken, Training Support Manager

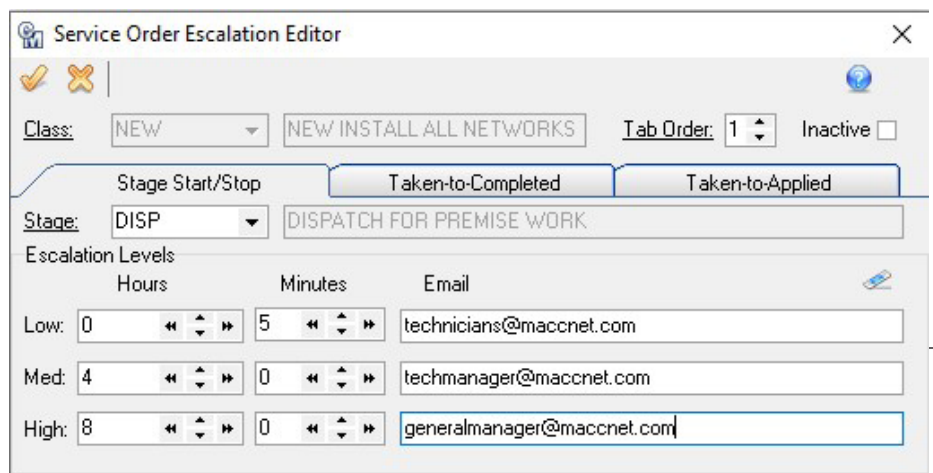
I'm sure your company closely monitors pending service orders using the Inbox. If not – you should define a process to use the Inbox to regularly monitor for both Service Orders and Trouble Tickets. Today, we're focusing on Service Order Escalation.

Frequently review service orders assigned to you and service orders assigned to your department. Each department should designate one or two people to monitor the Inbox to verify efficient movement of orders. Service Order Comments are a great way to document the status on any open order.



In my example, notice the Priority/Escalation color established on each order. This is based on the Service Order Escalation set up in my database.

Service Order Escalation setup is found in the Service Order Suite. Here, you will identify how you plan to escalate your orders. Options include Stage Start/Stop, Taken-to-Completed, and Taken-to-Applied. You can then identify the time that will elapse before the ticket is moved to the next Escalation Level low, medium, and high. For each, you can identify an email recipient to receive the escalation notification.



In the example, the technicians will receive an email after five minutes, the tech manager after four hours, and the general manager after eight hours. Your company can decide what escalation levels work best for you.

Keep in mind the automated email functionality requires a timed service to be enabled on your server. Work with your MACC Customer Master Software Support Representative to turn on this feature.

# Own your part of the web with Google My Business

by Ryan Thompson, Creative Services Manager

Google...it's a noun and a verb. It also plays a huge role in determining how successful your company is online. You could write a book, which many people have, about using Google to help a business's prospects. We'll leave the novel for another day and focus on Google My Business in this month's article. So what's Google My Business?

Google My Business content should appear when someone searches for your company or a search term closely related to your business, such as internet for your service area. As a business owner or employee, you can claim your telecom's Google My Business content. By taking this step, you can make sure your information is correct and add new content, such as images, a description for your company, and hours of operation.

According to Google itself, claiming and adding Google My Business content will improve local search rankings for your company. If you are in a competitive environment, your company needs to do all it can to rank highly in Google search results.

Claiming Google My Business for your company also opens up a Google Dashboard with extensive information on your company's performance within the search engine. For example, you can see what search terms were used to find your business. You can use this information to tweak content on your website to generate even more views. Claiming your business also gives you the ability to respond to Google reviews and post special offers for your customers.

## How to get started

To claim your company's Google My Business content, visit: [www.google.com/business](http://www.google.com/business). Google has a process where all businesses can be verified using mail (USPS), but many can be verified over the telephone or via e-mail. Details are available on this [Google Support page](#).

Once your company is verified, Google's dashboard does a good job of explaining how to add content. Posting, or editing existing content, doesn't take long and improved search results make it worth the effort. If you need assistance getting started, the Creative Services Team is happy to help. Send us an e-mail at [macccreativeservices@macnet.com](mailto:macccreativeservices@macnet.com) to get started.

## MACC Continues to Grow

The Hubbard Cooperative Telephone Association (HCTA) recently completed its conversion to MACC's BSS/OSS solutions. HCTA's billing, customer management, and accounting system are now powered by MACC's products. Located in Hubbard, Iowa, HCTA provides internet, telephone, and video services to its community using a state-of-the-art fiber optic network.