Writing Team: Tricks of the Trade

May Top Picks: Answer Book and More

Issue 72

Be sure to attend the upcoming Tricks of the Trade webinar on May 23 from 3:30-4:00 PM ET. Watch for an invitation via email. Learn how to do more with Answer Book.

Pick #1: Where can I read the Answer Book Items that were used in the "Top Answer Book" email?

The best way to see all of the Answer Book items that have been used in the "Top Answer Book" email is to look at the page devoted to Answer Book! Find the page under the "Resources" section of the CU*Answers website.
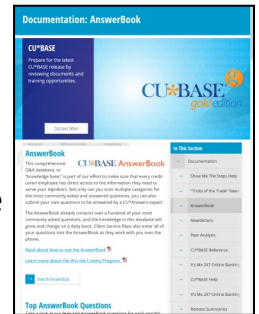
Pick #2: What is Win the Lottery? How are staff participating to create great knowledgebase material?

Over 35 staff members are now participating in an effort across the network to get knowledge out of participants heads and into the shared documentation resources. Read more about "Win the Lottery" by reading a brochure about the program! Enter "win the lottery" in the Google Site search on the CU*Answers website.

Pick #3: Which Answer Book item from the "Top Answer Book" monthly email received the most views?

The most-viewed Answer Book item was from the "Top Answer Book" email in March. "My member cannot log in to online banking or has to change their password every time they log in to online banking. What is causing this?" got over 200 views in the first week, and the number keeps climbing!

Pick #4: What are some things I can do to improve the delivery rates of messages I send to members?

This Answer Book item was a team effort to get information to clients about the ever-changing rules in email communication. This item will be featured in the Top Answer Book" email in June.
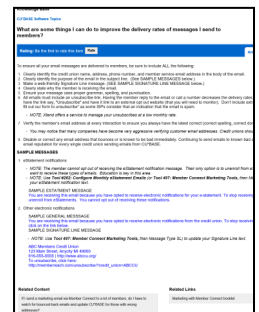
Pick #5: My member has contacted me and says they cannot view their check. What information do I need to collect to use when researching this issue?

This Answer Book item featured in the April "Top Answer Book" email to took a different approach and asked questions to collect needed information.
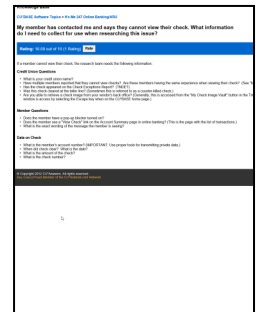
Refer to the Tricks of the Trade Newsletter Series page **to review previous issues in the Tricks of the Trade.**