



OUTLOOK

- ## NOTES

State Farm has not reviewed or approved this material and neither supports or endorses the material presented. Additionally, State Farm makes no warranty regarding the accuracy or usability of the information contained in this presentation.

EFFICIENCIES

FOR PROFITABILITY AND PRODUCTIVITY

PHONES AND TEXTING

1. Jabber
2. DID Lines
3. SFConnect

| | |
|-------------------------|----------------|
| All Sales Team* | 1-XXX-XXX-XXXX |
| All Customer Care Team* | 1-XXX-XXX-XXXX |
| Office Mailbox | 1-XXX-XXX-XXXY |
| ILR | 1-855-259-8568 |
| Automated Billing | 1-800-440-0998 |
| Tech Support | 1-877-889-2294 |
| SFPP | 1-888-311-7377 |
| DSS/Online Support | 1-888-559-1922 |
| Personal Lines | 1-844-275-7522 |
| Business Lines | 1-855-275-2572 |
| Health | 1-866-734-4584 |
| Life | 1-877-543-3619 |
| Life Policy Change | 1-855-878-0300 |
| Investment Planning | 1-833-593-7109 |
| Leadership Cell | 1-XXX-XXX-XXXX |

NOTES



EFFICIENCIES

FOR PROFITABILITY AND PRODUCTIVITY

SUPPORT

- 1.Chat
- 2.Answers
- 3.MS Teams Groups
 - a.Customer Care
 - b.Account Representatives
 - c.All Team / MOA

EQUIPMENT

1. Laptops
2. Dual Monitors
3. Hardphones/Softphone
4. Scanner
5. Printer

NOTES

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface. There is no handwriting or other markings on the paper.