POSTAL CUSTOMER COUNCIL

GET CONNECTED AND GROW

# PCC Advisory Committee
# Strategic Innovation and PCC Policy
# Sub-Committee Café Quarter 1
# "Fun with Zoom"
# November 2, 2022

Image from pixels.net

# Your Zoom Team

**Mark Fallon**
Industry Co-Chair
PCCAC Strategic Innovation and PCC Policy

**Judy Caldwell**
Postal Co-Chair
PCCAC Strategic Innovation and PCC Policy

# Agenda

**Housekeeping**

**Why “Fun with Zoom”**

**Settings**

**Ice Breaker**

**Zoom Features**

**Q&A**

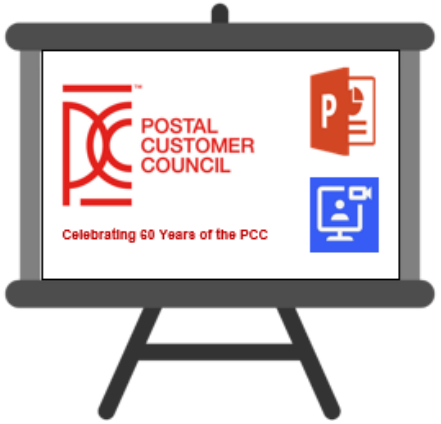
**Upcoming Events**

**Thank You For Joining!**

Image from Shutterstock.com

# Housekeeping

Please utilize the chat box to ask questions, or voice any comments, or concerns.

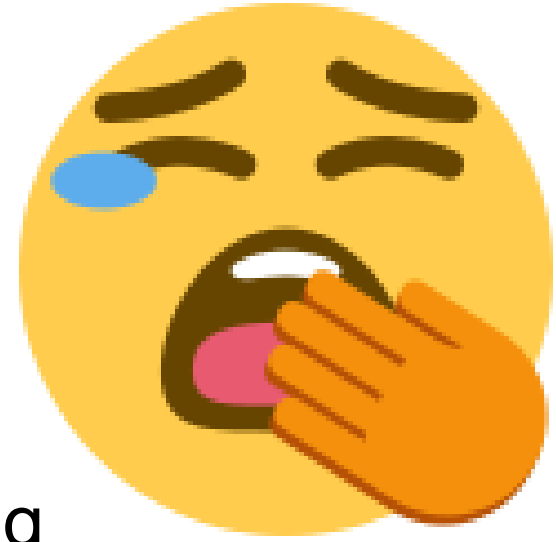



PPT presentation along with Zoom recording will be posted in *PostalPro* – Webinar/Café Folder.

Please note: All phones and videos will be muted due to the large volume of participants that we are expecting on today's call.

# Why "Fun with Zoom?

- New Meeting Organizers
- New Zoom Features
- Meetings shouldn't be boring



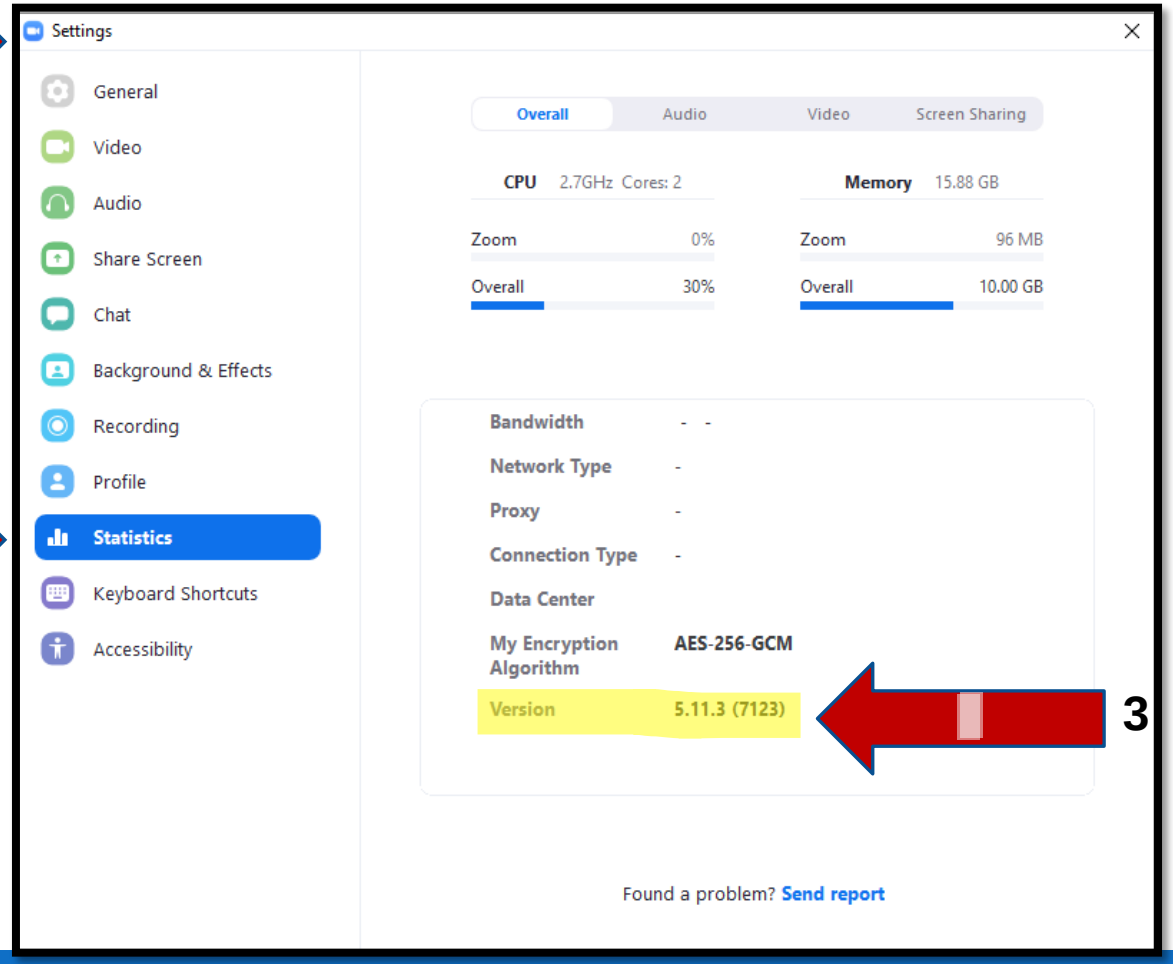
# Zoom Versions & Settings

- Licensed Zoom Account 5.8.3 or Higher
- Enable Options in Settings
  - Non-verbal Feedback
  - Meeting Reactions
  - Meeting Chat
  - Annotation
  - Whiteboard
  - Meetings Polls / Quizzes
  - Meeting Survey
  - Bonus – Advanced Screen Share

# Zoom Versions & Settings

1

2

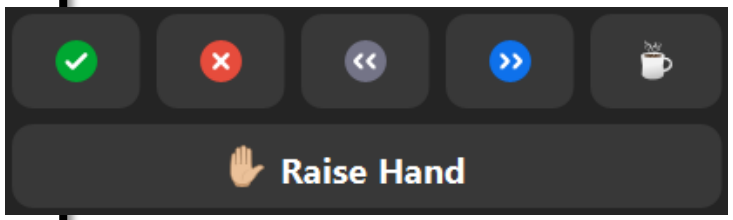



3

# Non-Verbal Feedback & Meeting Reactions

**Non-verbal feedback**

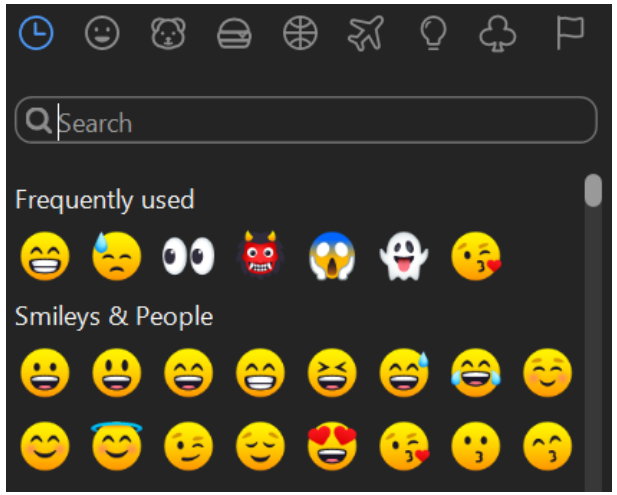
Allow meeting participants to communicate without interrupting by clicking on icons (yes, no, slow down, speed up, coffee cup). These icons are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list until dismissed.




**Meeting reactions**

Allow meeting participants to communicate without interrupting by reaction with emojis (e.g. clap, heart, laugh). These emojis are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds. Participants can change their emoji skin tone in Settings.

All emojis  Selected emojis



# Non-Verbal Question

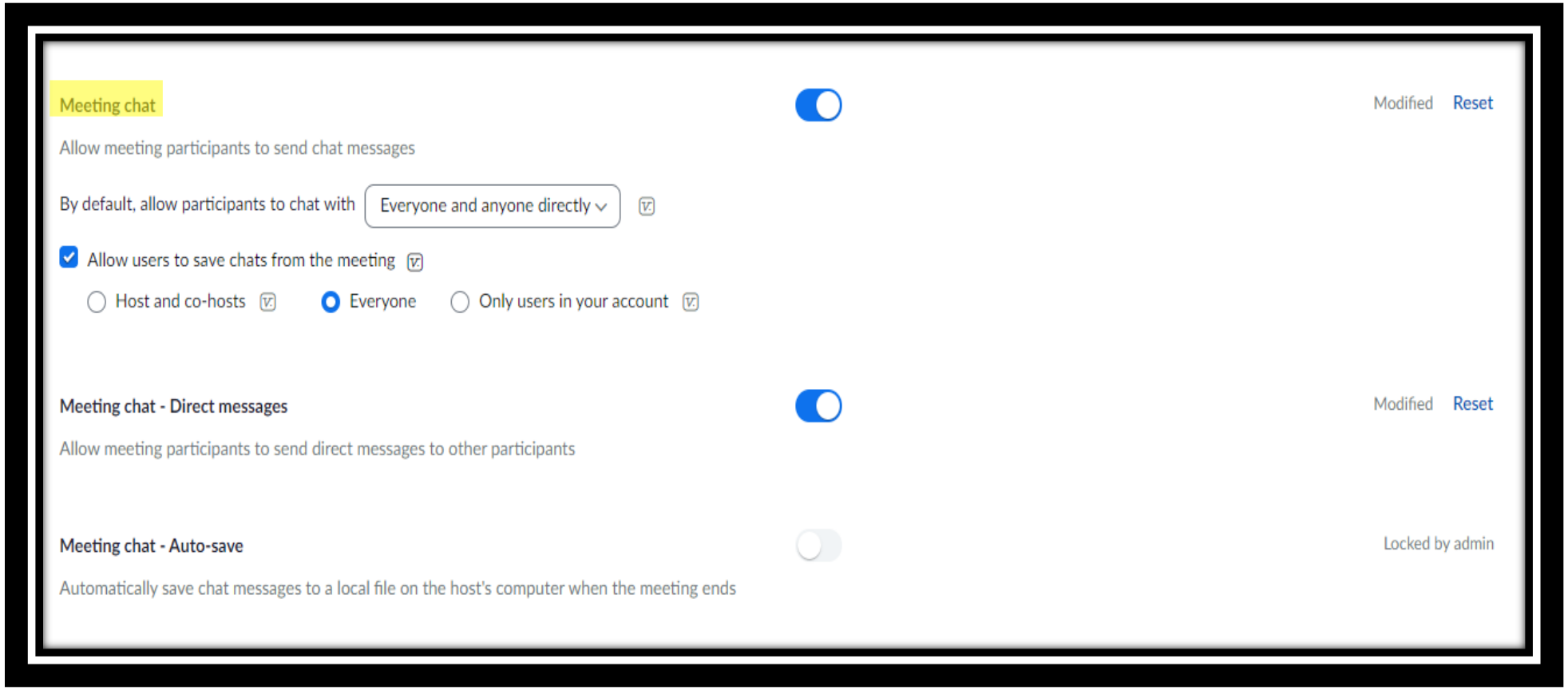
Are you planning a vacation prior to the end of this year?

Do you have a pet?

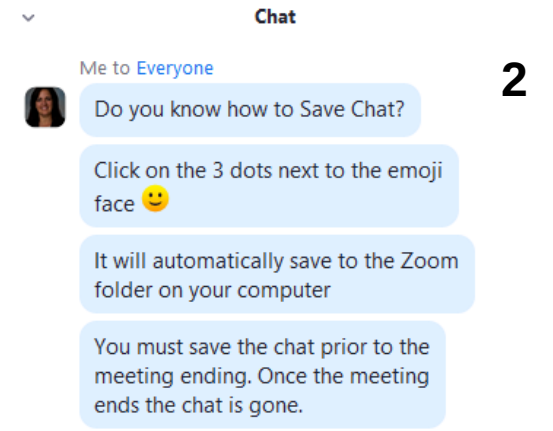
# Meeting Reactions

**What Emoji best describes your mood right now?**

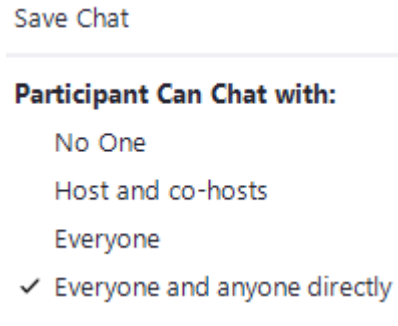
# Meeting Chat (enable in settings)

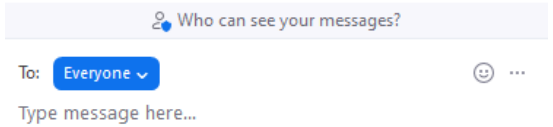


# Chat

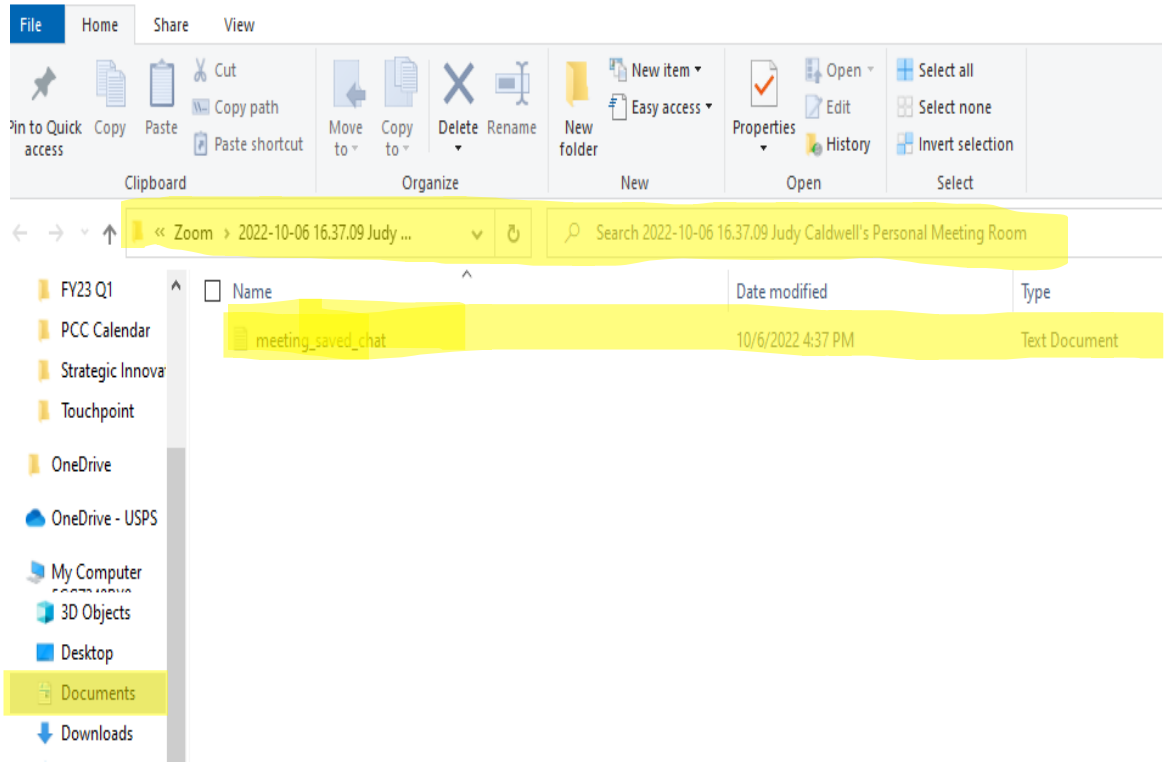

Chat
Me to Everyone
Do you know how to Save Chat?
Click on the 3 dots next to the emoji face
It will automatically save to the Zoom folder on your computer
You must save the chat prior to the meeting ending. Once the meeting ends the chat is gone.

2


Save Chat
Participant Can Chat with:
No One
Host and co-hosts
Everyone
Everyone and anyone directly


Who can see your messages?
To: Everyone
Type message here...

1

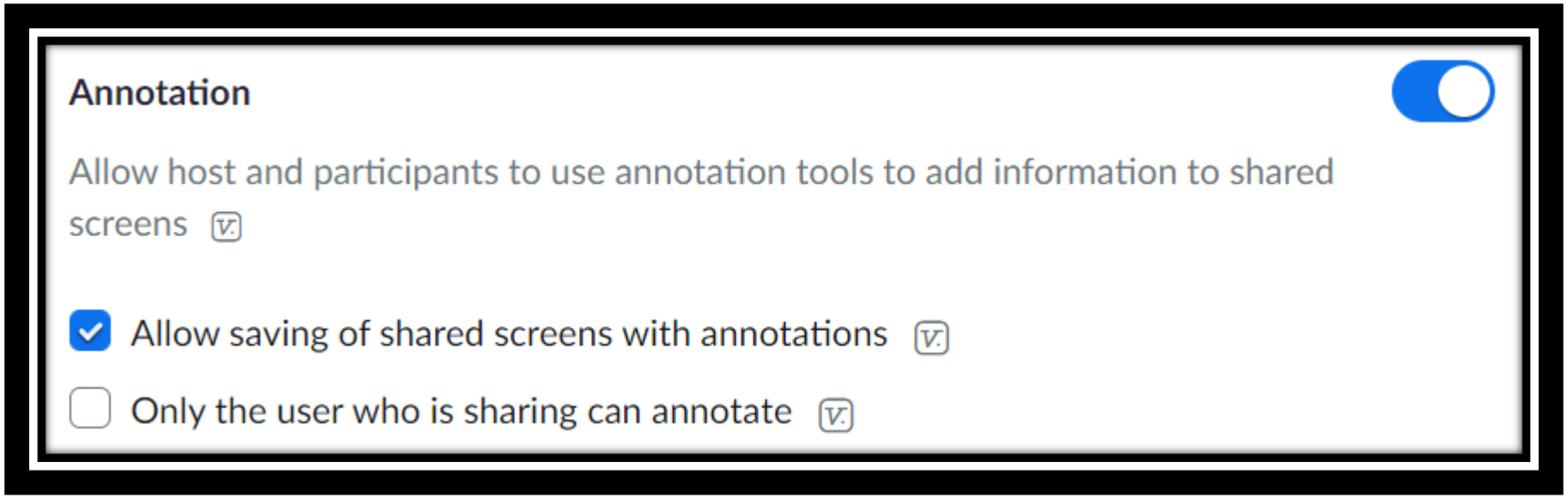

File
Home
Share
View
Pin to Quick access
Copy
Paste
Cut
Copy path
Paste shortcut
Clipboard
Move to
Copy to
Delete
Rename
Organize
New folder
New item
Easy access
New
Properties
Open
Edit
History
Open
Select all
Select none
Invert selection
Select
Zoom › 2022-10-06 16.37.09 Judy ...
Search 2022-10-06 16.37.09 Judy Caldwell's Personal Meeting Room
FY23 Q1
PCC Calendar
Strategic Innova
Touchpoint
OneDrive
OneDrive - USPS
My Computer
3D Objects
Desktop
Documents
Downloads
Name
Date modified
Type
meeting_saved_chat
10/6/2022 4:37 PM
Text Document

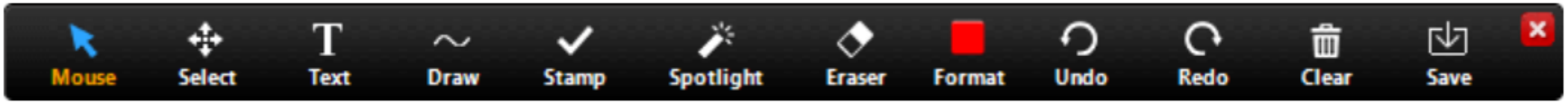
# Ice Breaker

## Who's Zoomin' Who?

Images from Google

# Annotation




Images from Google

# Annotation

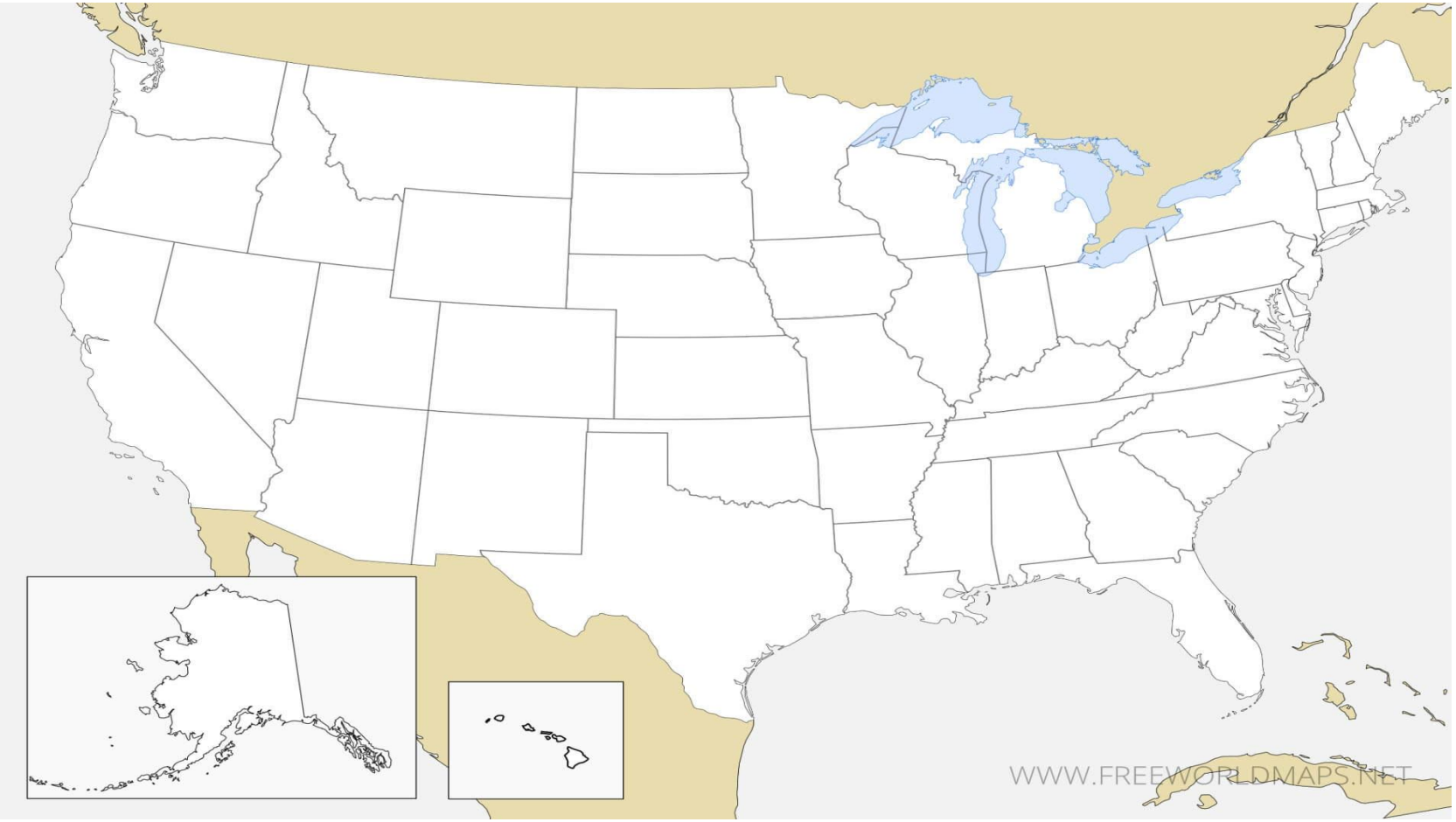
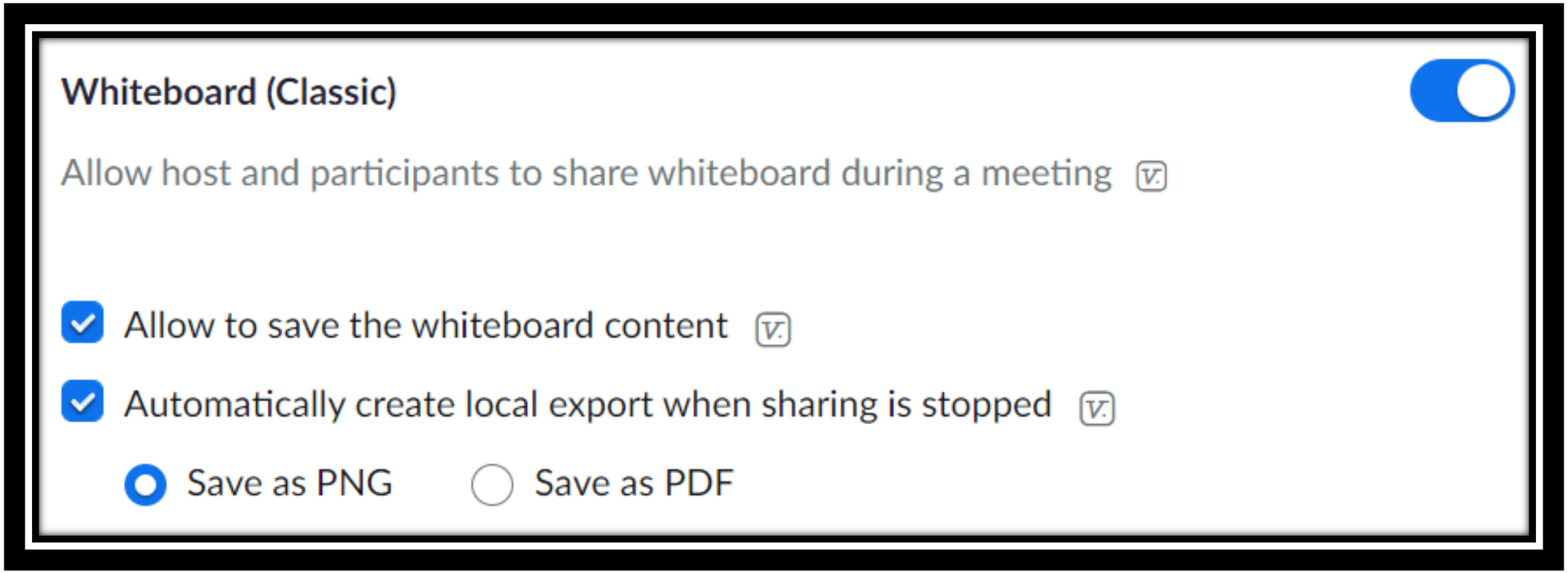


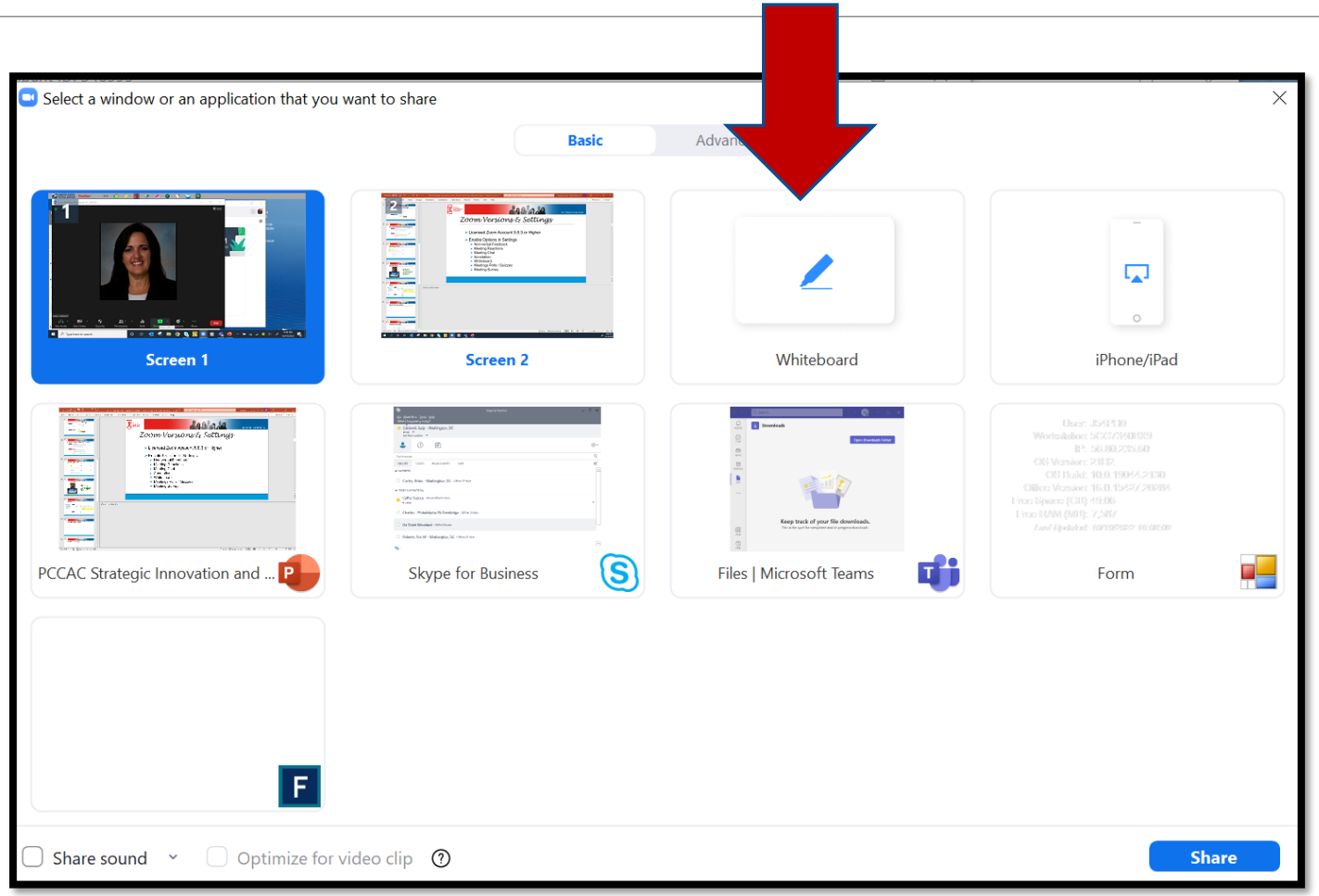

Image from www.freeworldmaps.net

# White Board




Images from Google

# White Board




Images from Google

# KEEP CALM AND LET'S GO LIVE

# White Board

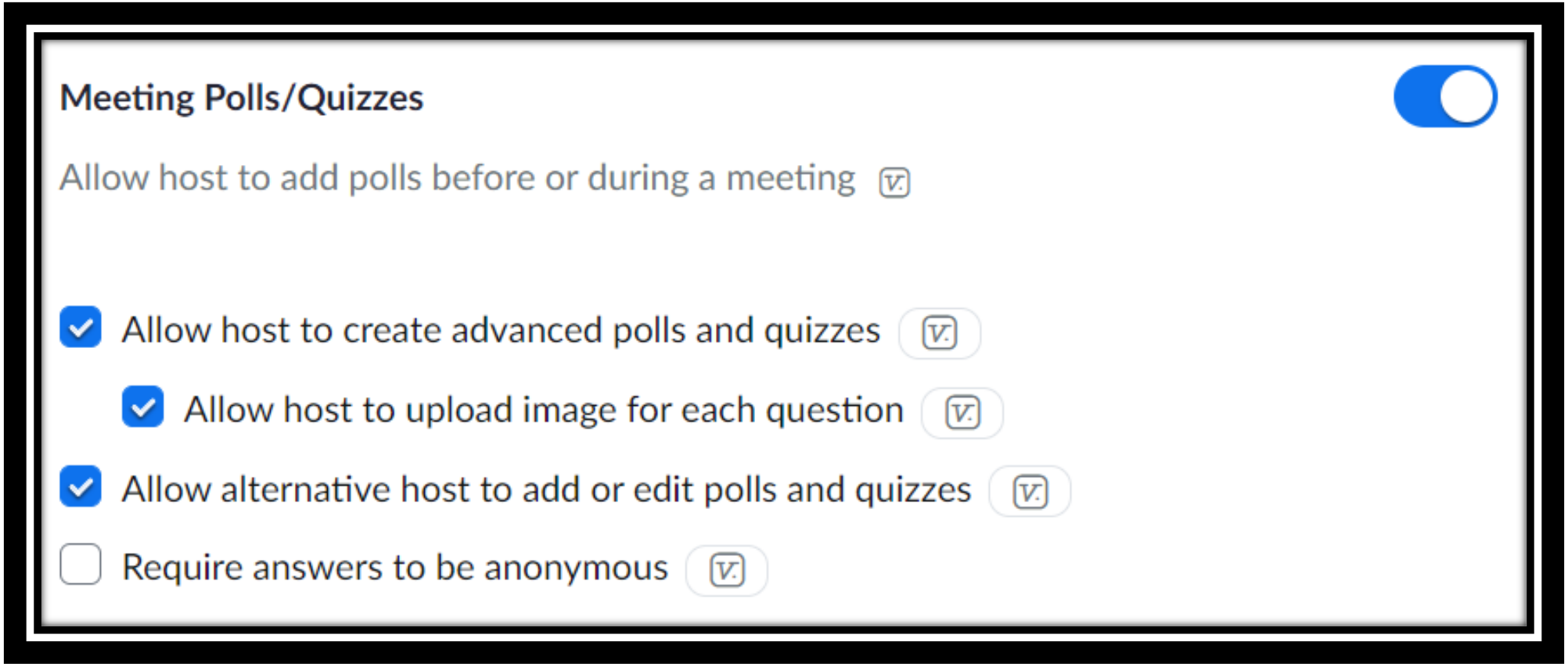
# White Board

THE Cape Bear

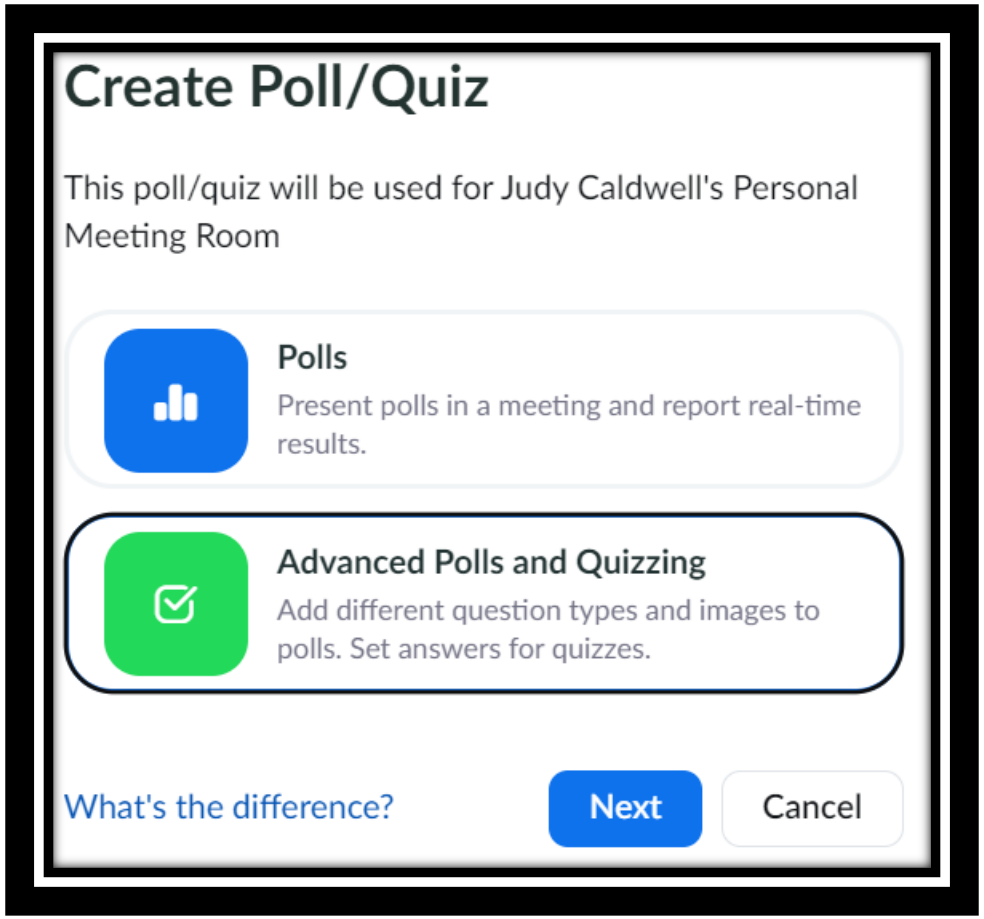
# White Board

Mr. Mark Fallon

# Advanced Polls & Quizzes



# Advanced Polls & Quizzes




Images from Google

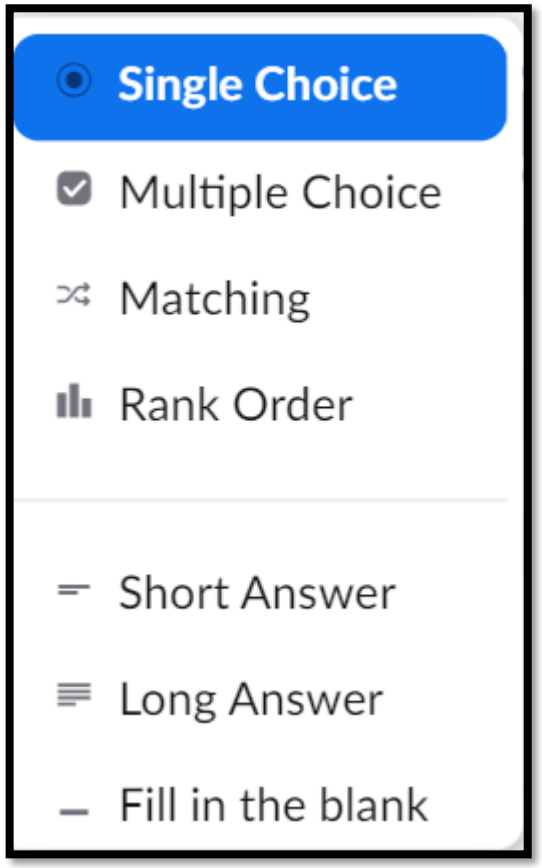
# Advanced Polls & Quizzes

## 6 New Question Types

- Matching
- Rank Order
- Short Answer
- Long Answer
- Fill in the Blank
- Rating

Images from Google

# Advanced Polls & Quizzes



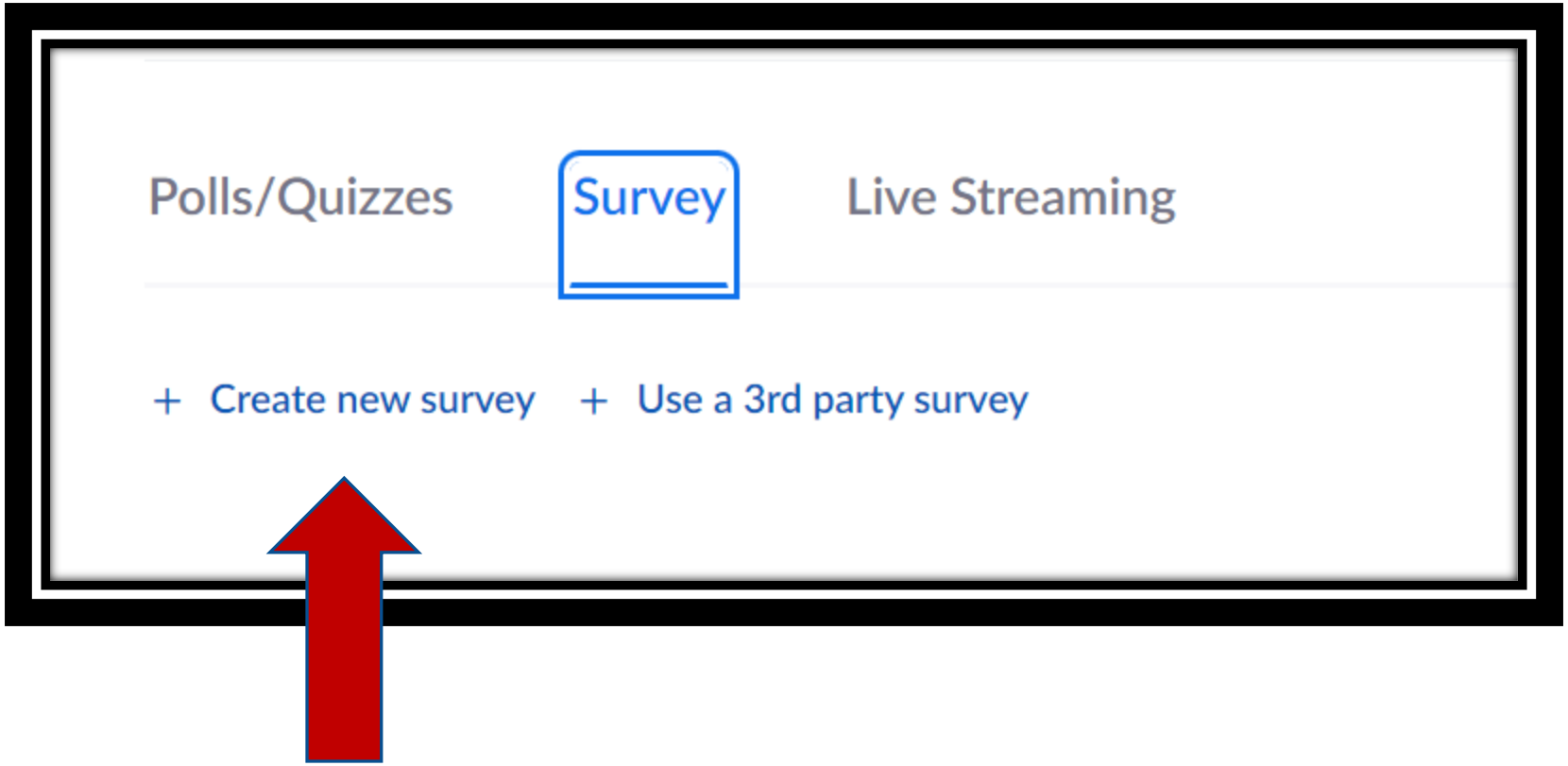
# KEEP CALM AND LET'S GO LIVE

# Surveys

**Meeting Survey**

Allow host to present survey to participants once a meeting has ended

# Custom Surveys



# Custom Surveys

Polls/Quizzes | Survey | Live Streaming

**The survey includes 2 questions (Non-anonymous)** Preview Edit Delete

**Survey Options** Edit

✓ Show in the browser when the meeting ends

# Reports

UNITED STATES POSTAL SERVICE

SCHEDULE A MEETING  JOIN A MEETING  HOST A MEETING

- Profile
- Meetings
- Webinars
- Personal Contacts
- Recordings
- Settings
- Account Profile
- Reports

Usage Reports  User Activity Reports  Document

| | |
|---|---|
| Usage | View meetings, participants and meeting minutes within a specified time range. |
| Meeting | View registration reports and poll reports for meetings. |
| Webinar | View registration, attendee, performance, Q&A, poll and survey reports for webinars. |

# Reports

UNITED STATES POSTAL SERVICE

SCHEDULE A MEETING | JOIN A MEETING | HOST A MEETING

Meeting Report | Report Queue

- Recordings
- Settings
- Account Profile
- Reports

Video Tutorials

Knowledge Base

Report Type: ○ Registration Report ◉ Poll Report ○ Survey Report

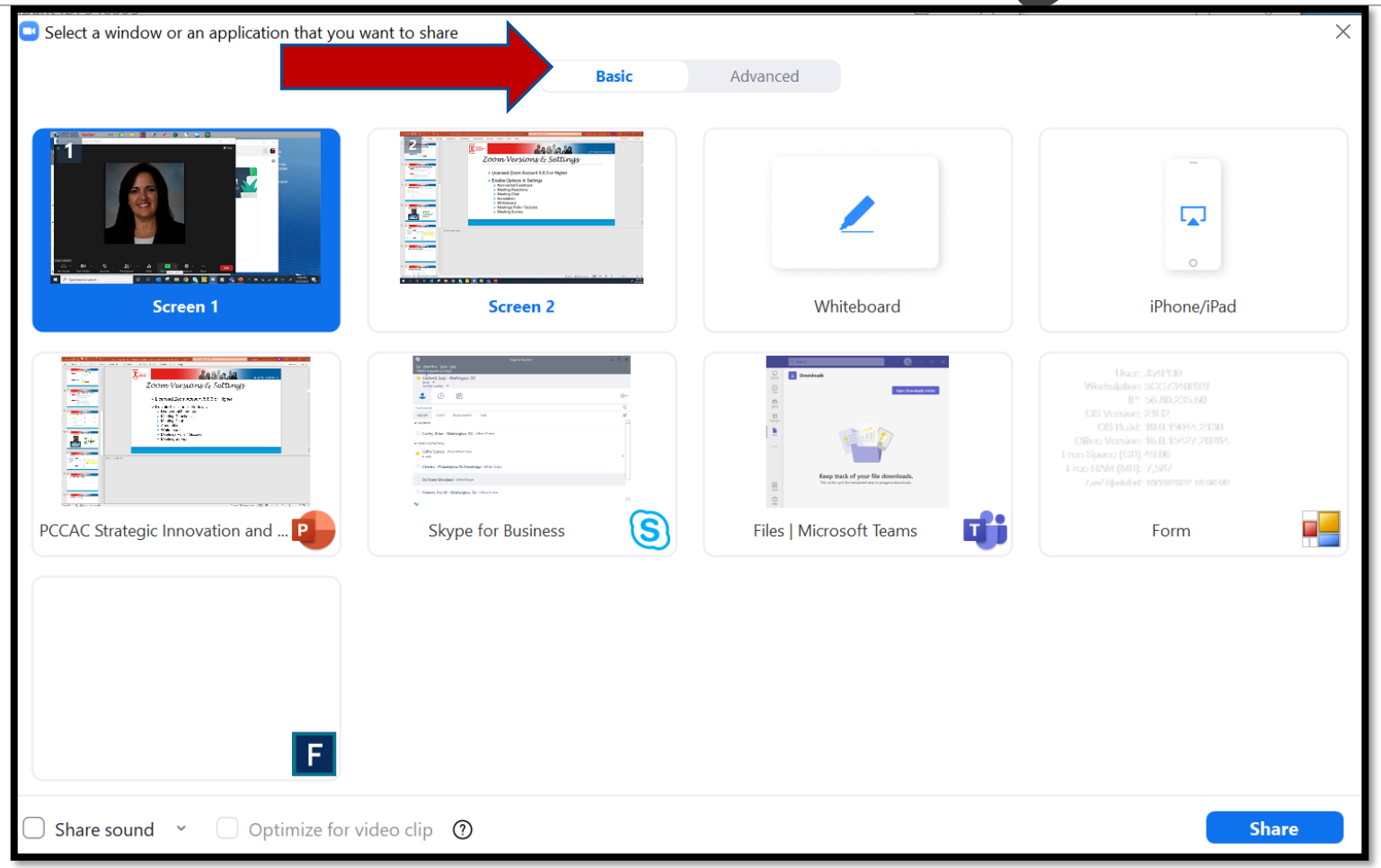
Search by time range | From: 10/01/2022 | To: 10/25/2022 | Search

*Maximum report duration: 1 Month*

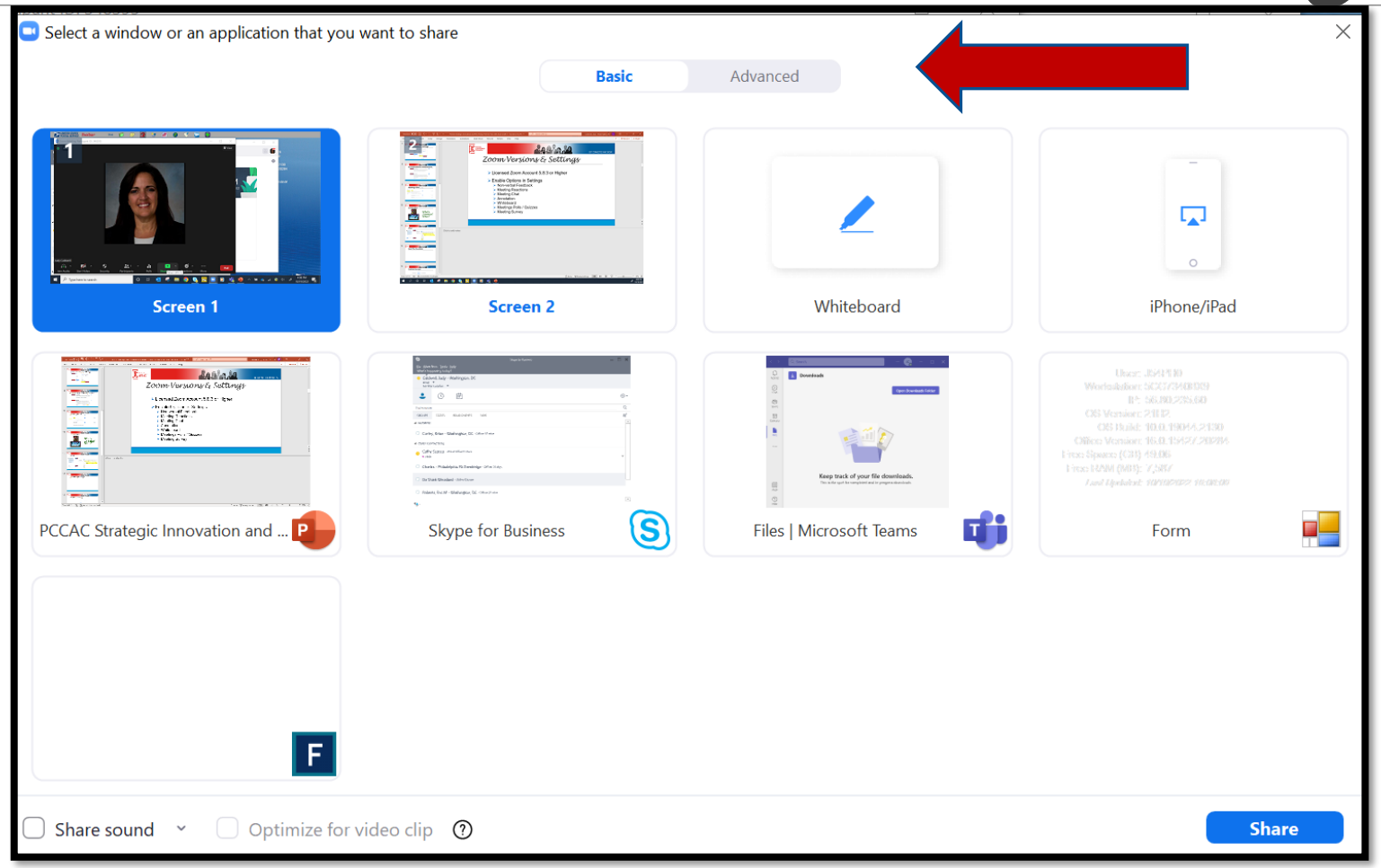
Total: 26

| Scheduled Time | Start Time | Topic | Meeting ID | Attendees | |
|---|---|---|---|---|---|
| 11/10/2022 02:00:00 PM | 10/25/2022 12:44:48 PM | PCCAC News You Need to Know from MTAC | 160 591 4366 | 1 | Generate |
| 11/02/2022 02:00:00 PM | 10/25/2022 12:44:26 PM | FY23 Q1 PCC Café - PCCAC Strategic Innov... | 161 780 5289 | 1 | Generate |
| 10/28/2020 10:52:22 AM | 10/25/2022 11:53:44 AM | Judy Caldwell's Personal Meeting Room | 161 9324 3380 | 1 | Generate |
| 10/25/2022 10:30:00 AM | 10/25/2022 10:30:46 AM | Practice Non-Verbal Feedback and Emojis | 161 550 5542 | 4 | Generate |

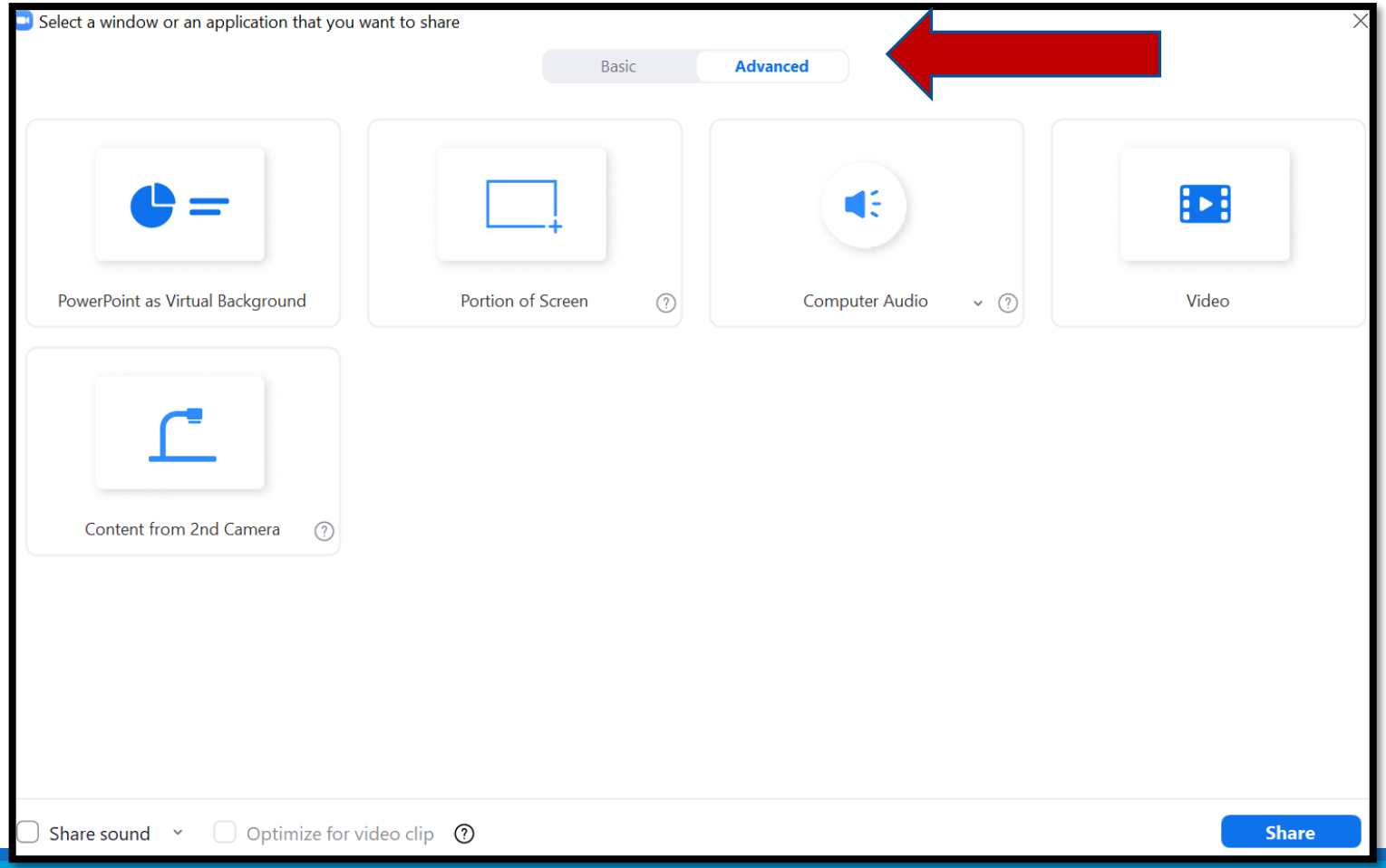
# Basic Screen Sharing



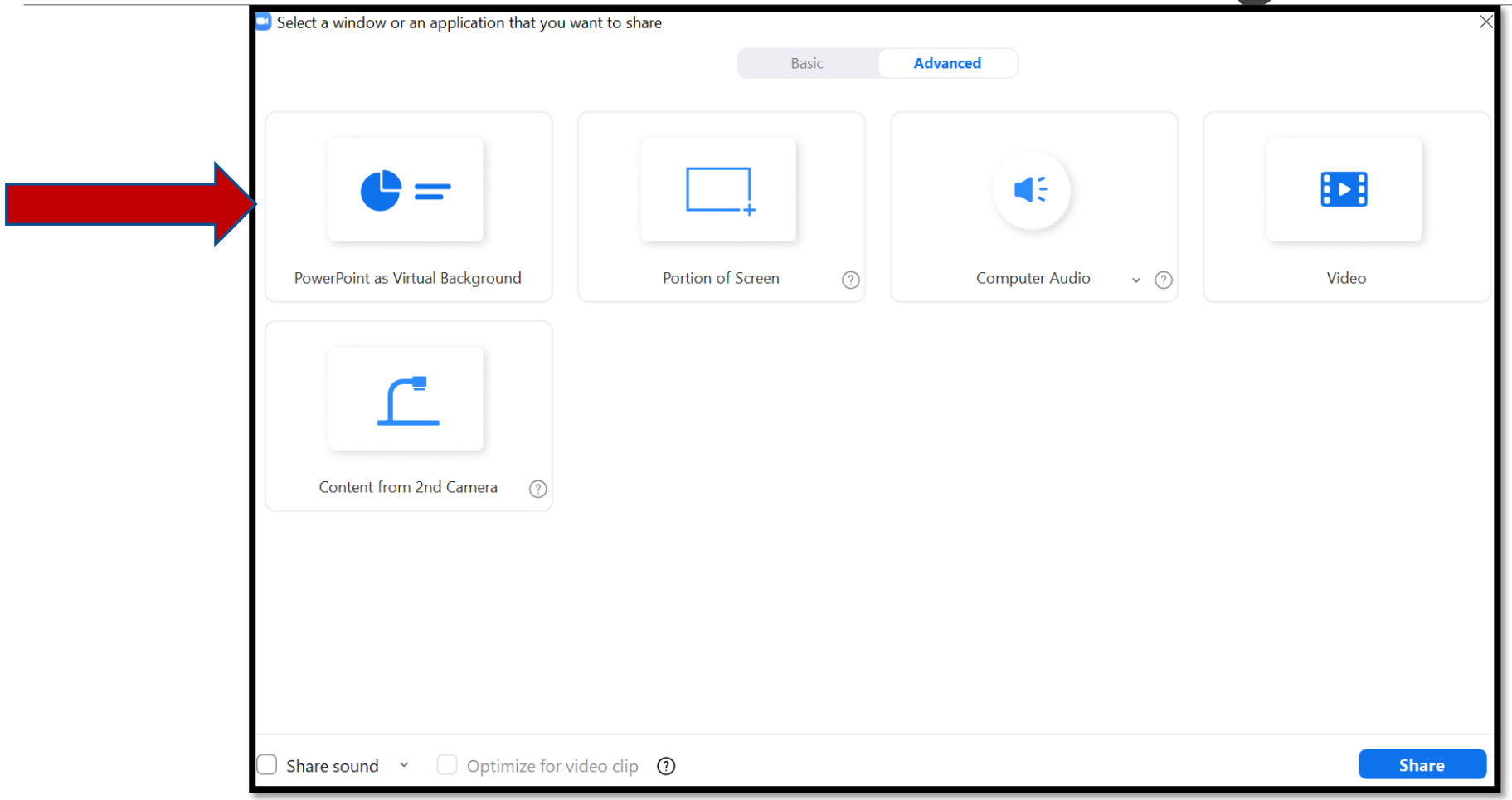
# Advanced Screen Sharing



# Advanced Screen Sharing



# Advanced Screen Sharing (Powerpoint)



# KEEP CALM AND LET'S GO LIVE

# Advanced Zoom Sharing

# Thank-you Buddy: PCC Voice Thanksgiving Photo Challenge

- Giving Thanks for your Postal/Industry Buddy
- Post a photo on PCC Voice of you and your Postal/Industry Buddy
- Contest started November 1 – November 23, 2022
- Winner will be drawn at random

# National Educational Event/s

## Upcoming ZOOM Webinars

- **November 10 – 2:00 PM EST**

  PCCAC – News You Need to Know from MTAC

QUESTIONS

WHERE?
WHAT?
WHO?
HOW?
WHY?
WHEN?

ANSWERS

# *We are here to help…*

- **<u>Need a personal training session</u>**?
  - Basic Zoom Meeting
  - New Tools
- **<u>Contact</u>**:
  - ***Judy Caldwell, Postal Co-Chair***
    ***Judith.R.Caldwell@usps.gov***
    **856-839-8388**
  - ***Mark Fallon, Industry Co-Chair***
    ***mmf@berkshire-company.com***
    **508-485-9090**

thank you
danke
謝謝
ngiyabonga
شكراً جزيلاً
teşekkür ederim
gracias
merci
obrigado
dziękuję
bedankt
спасибо
Баярлалаа
рахмат
dank je
mochchakkeram
go raibh maith agat
sukriya
kop khun krap
terima kasih
감사합니다
ありがとう
grazie
arigatô
takk
dakujem
мерси
tapadh leat
хвала
mauruuru
hvala
sagolun
taiku
ευχαριστώ
mersi
barka
welalin
tack
spas
kia ora
faafetai lava
vinaka
спасибі
blagodaram
misaotra
matondo
paldies
grazzi
mahalo
kiitos
dankie
nanni
nandri
dhanyavad
köszönöm
bayarlalaa
gràcie
enkosi
akun
dankon
aciū
djiere dieuf
tau
дякую
mamnun
murakoze
tenki
asante
manana
obrigada
chnorakaloutioun
gràcies
sulpáy
sobodi
dèkuji
mèsi
didi madloba
najis tuke
kam sah hamnida
rahmat
tanemirt
rahmet
diolch
dhanyavadagalu
shukriya
mercé
trugarez
xièxie
তোমাকে ধন্যবাদ