

★ Survey New Look ~ Digital Spring Cleaning ~ Videos and more [Your April © InsightT]



Business and technology tips from the team you trust



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NEWS YOU CAN USE

Current Style

Ticket#: 1449059
Summary: BizRatings Test Survey
Provide a comment / testimonial of 10 words or more and we will donate \$1 to the Boys and Girls Club of Trenton. Share your comments on Google and we will donate \$5!

 DCS - John Oh  DCS - Lorin Fisher


How was our service?
Please select a number from 1 (Disappointing) to 10 (Excellent!)

1 2 3 4 5 6 7 8 9 10



←Disappointing Excellent→

The Classic layout was developed to match default Connectwise formatting to standardize brand design/experience across tickets and surveys.

NEW Style


How was our service?
Your feedback takes just a few seconds, and helps us get better!

On a scale from 1-10, how was your recent experience with?
Ticket#: 2023025000
Summary: Sample Ticket Summary

 Tim David  John Jay

1 2 3 4 5 6 7 8 9 10



←Disappointing Satisfactory Exceptional→


Disappointing says...
Quick Service
Lacked involvement
Missed the mark

Satisfactory says...
Quick Service
Reliable service
Decent but not Exceptional
Average Performance

Exceptional says...
Quick Service
Exceptional Support
Great Service Provider
Outstanding Experience
Highly Recommended

For future support inquiries contact our Support Team at support@abccompany.com. We're here to help anytime!
ABC Company, 348 Street ABC, Cambridge, NJ 08802 734 123 1234


This feedback tool is powered by 



This message was generated by bizratings.com. You are receiving this email survey because ABC Company has indicated you are a valued client of theirs. It only takes a couple seconds to share your feedback to help ABC Company improve its reputation & high level of service for you & the future. Your privacy is important to us. To review our privacy policy, please [click here](#). To unsubscribe from receiving survey emails from ABC Company, please [click here](#).
bizratings.com 348 Street ABC, Cambridge, NJ 08802

The NeoStyle layout features a cleaner, balanced and accessible layout across all platforms. The color palette has been updated

Support Ticket Survey Refresh

You know those automatic 'how did we do' surveys you get after closing a Support ticket? Well, they're going to look a little nicer soon. On **Monday, May 1st** in fact.

BizRatings, the company we use, has freshened up their design to be cleaner and mobile-responsive so it's easier on your eyes. Now, I'm not saying it's a bribe to get higher ratings or anything...but if you like it then feel free to give all 10s all the time!

Okay I'm kidding. Your HONEST feedback is what helps us know what to do more of and where to improve. We just wanted to let you know this change was coming so you wouldn't see a different layout and think it was a scam. It's still us, and it's safe to click on. And please do continue to respond to these surveys. Your opinion means the world to us.



Spring Cleaning Your Digital House

Speaking of freshening up, who else has been spring cleaning lately? Getting rid of stuff, moving things around for a fresh perspective... I love when it's done, I just don't love doing it. Lists help though.

And this list is for your digital house--your data and devices, which probably get less cleaning attention than that space under your bed. Ignoring them can cause a lot worse than dust bunnies though. So please think about incorporating some digital spring cleaning into your annual routine.

Catch up on older editions of the newsletter here.

[Newsletter Archive](#)

INSIDE INFINITY

I.T. Season Q2 - Spring (with video)



Do you celebrate the I.T. seasons of the year to keep your business strong and proactive? I'm biased, of course, but I think it's a useful way to make sure your business technology is serving you all year long, not just when something goes wrong or it's time to look at the bills and budget.

All 4 seasons are in this article and video, but take a peak just at spring if you're curious.

How to Safely Dispose of Electronic Devices (with video)



You may have noticed a theme in this month's newsletter. Subtle as a sledgehammer, that's me. ;)

Now when you're finding old electronics at home or in the office that you want to get rid of, use this information before taking a sledgehammer to them (fun as that may be). DeJone gave us these tips on proper disposal so you know they're good.

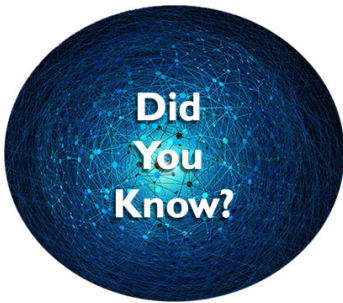
It's a Date (Events)

- World Password Day and Star Wars Day is **Thursday, May 4**.
'May the Fourth be with you'
- Mother's Day is **Sunday, May 14**.

Employee Anniversaries

- No April Infini-versaries

Join us on Facebook or LinkedIn to share in the celebration of these anniversaries and send your own message of congratulations.



Did You Know?

The Statue of Liberty hasn't been cleaned in 137 years. At least, not on the outside.

A team of 24 people from the National Park Service, plus several contractors, maintain the Lady and have used commercial grade baking soda to clean the inside.

But the outside, since she's made of copper and has been exposed to the elements, has formed the green color coating (patina) we all recognize and which serves to protect her.

One more fun fact? She's estimated to get struck by lightning around 600 times a year!



Scary Stat

Researchers at Nordpass, a password manager tool, report that the **average person has 100 passwords to remember**.

Ugh, that's a lot. And way too many to be strong and unique.

But wait, there's more.

Dashlane, also a password manager tool and a digital wallet app, reports

that the **average Internet user has 240 accounts requiring a password**. And that **more than 50% of passwords around the world are reused**.

Now, obviously they're both trying to sell their tools, but that doesn't mean their data is wrong. I know I have more than 100 passwords. And I don't even want to guess how many Chuck has!

I'm just grateful for our internal password manager. And I recommend you look into getting one if you're not using one yet. Because that many weak and reused passwords is just going to mean more breaches that eventually affect us all.

Community & Partner Spotlight



Is there anything better than seeing clearly? Effingham Eye Care wants to help you do just that with their one-on-one approach to optometry. You get personal attention and professional care that includes answers to all your questions and comprehensive vision services in a comfortable environment.

Take a look at some of their features and services, and then make your next appointment at Effingham Eye.

- Comprehensive eye care for children and adults
- State of the art equipment and technology

- Treatment and evaluation of ocular diseases, including glaucoma, cataracts, eye infections, eye allergies, diabetic eye disease, and much more
- Specialty contact lens fitting and evaluation
- Full service optical with a wide selection of brand name frames

Interested in seeing your company or event in the Spotlight?

[Let me know!](#)

