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## 21-7 / Week in Review - Support Driven

1 message

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Scott from Support Driven <scott@supportdriven.com>  
To: Stephanie <stephaniejadewong@gmail.com>

Fri, Feb 19, 2021 at 11:16 AM

"In a world where death is the hunter, my  
friend, there is no time for regrets or doubts.  
There is only time for decisions."

— Carlos Castaneda, Journey to Ixtlan

from #inspirations-and-quotes

Hi Stephanie,

Happy Friday! I'm so excited the weekend is around the corner. Thursday was National Drink Wine Day, and today is National Chocolate Mint Day. So yes, this means I'll be going to the store soon for wine and chocolate to have a belated celebration. 🍷🍫 Will you? Let me know what beverage you're sipping on or snack that'll get you through the day in [#x-food](#). (Don't forget to tag me @StephanieJadeWong!)

While you sip and snack, let me tell you what's new. We've had conversations about **supporting games and mobile** in the past, so we've created [#support-games](#) and [#support-mobile](#)! Come and join the fun.

Have you ever thought about **how to help your team with emotional burnout**? Read more [here](#).

OK so it's only February, but have you thought about how you're getting ready for the holidays yet? Managing the scheduling? Forecasting? Meeting SLAs? If you missed **our community round table, Getting Ready For The Holidays** in the fall, have no fear! You can read all about it [here](#). (You can also bookmark it for when you're ready to think about prepping for the holiday season.)

Until next week, friends.

Stay warm,  
Stephanie



### Featured Community Member

Stephanie is a Customer Success Coach at Riskalyze, and has been a Support Driven member for the past two years.

“(Support Driven) It’s where I’ve enjoyed meeting and learning from fellow CS professionals as I seek to expand my knowledge and skills in the industry.”

*To help the community connect on LinkedIn, we're featuring a community member's experience with Support Driven. If you'd like to be featured in future newsletters, add Support Driven to your LinkedIn Profile.*

### Upcoming Events

#### **Feb 25, 10AM PT | 1PM ET | 6PM UTC - How Support Leaders are Adapting**

Intercom is teaming up with Support Driven to bring together support leaders to discuss this year’s support trends to find what these mean to them and how their businesses are adapting to them.

Join Dee Reddy from Inside Intercom alongside Support Driven community members from Intercom (@Bobby), Later (@Farhan Virji) and Wistia (@Stacy Justino) to discuss these trends and determine how they affect their businesses and what they can do to adapt.

Save your spot now

### Community Conversations

@Petros in #career-development:

"Hi folks. **What is a good title for a customer support role that's not technical support, or a support engineer**, but it's not support agent either. I want to say support generalist but I am not sure if that's common or even proper."

@VeraTerengina in #knowledge-management:

"Hi everybody 🙌 **Would someone here be so kind to help me with a couple of KB questions** 🤔"

1. How do you keep Help Center articles and Internal Knowledge base up to date?
2. Does your support team manages your documentation, with no specialized role? Or you have dedicated resource(s) focused on documentation/ticket deflection initiatives."

@A.I.S in #leadership:

"Hey, **How are you calculating capacity for your teams?**

We are currently using just new tickets and how many can be handled on average per rep. But we are seeing issues as many of our tickets do not close off and stay with the rep and are being worked on continuously so we are finding our reps stuck in their queues and unable to take new.

Happy to hear any insights, thanks in advance"

@KatherineMays in #leadership:

**"Seeking advice on how you calculate compensation for your support teams!** I have been using primarily local data through [salary.com](#) and Glassdoor, and this past year a lot of our intangible in person benefits have of course had far less value due to going full remote. I suspect that our local average/median support salaries are pulled down to to the presence of some larger company's call centers. We have a team of 4 with a high level of autonomy and responsibilities varying from technical to consultative. Some questions I have:

Are teams that went from fully in-person to fully remote in 2020 re-evaluating salaries based on national/international data? Are you adding benefits related to cost-of-living/work from home expenses? What

sources other than [salary.com](https://www.salary.com) or Glassdoor could I be looking at? When evaluating salary/compensation data, what job titles do you look at?"

@Alexander in #operations:

"For those that only support US business hours, **what shifts do you run for your support team?** Our support hours are 7am-8pm ET, and volume distribution is an even bell curve. We are pretty dual coast as far as our staff and am thinking of simplifying our shifts to 7am ET, 9am ET, 7am PT, 9am PT.

We have three sub-teams (Tier 1, Tier 2, Enterprise) and having 6 shifts has been a pain to manage."

@fool in #support-engineering:

**"What title do y'all use for your support engineers?** Asking for a me who is trying to help our recruiting team find MORE OF US 😊"

@JustinDavis in #career-development:

"A less fun question for the group today. **How do folks here handle customers that are being abusive to their support teams?** Due to our industry(gaming) agents will receive about ~5 tickets a day from players that are using racist, homophobic, etc. words that are directed at them. Our current policy is to respond to the player and let them know we will be closing the ticket due to the language they used. Does anyone else have an alternative solution to this? Our current team gave us feedback yesterday that they would prefer to close without a response(we piloted it before and most of the time the player would write back in with the same messaging) or skip the ticket if they feel uncomfortable responding.":

@willow in #support-engineering:

**"Do any of y'all have any experience with tools that scan inbound emails and check the links in said emails?** Trying to hunt down some information about how people are getting automatically unsubscribed from notifications that they want. I know it's some sort of system on their inbound email that's interacting with the unsubscribe link, but don't have background in that kind of scanning"

## What We're Reading

- Community Round Table: Getting Ready for the Holidays, written by @StephanieJadeWong
- Introducing the Conversational Support Funnel, written by @NykkiYeager.

## Job Opportunities

Feel free to DM the members who posted about these jobs on Slack.

- **Loom** Director of Customer Experience Remote (@susanadesousa)
- **TutorMe** Customer Success Manager, Remote (@claytelfer)
- **Airtime** Community Growth Leader, Remote (@heathermerrick)
- **Health Union** Community Help Desk Specialist, Remote (@danielle)
- **Apeel** Senior Director of Customer Success, Netherlands (@jennydepsey)
- **Marco Polo (Joya Communications)** Customer Success Specialist, Remote
- **Netlify** Senior Support Engineer, Remote
- **Guidewire Software** Customer Success Manager Remote (@wendystutzman)

See more listings in the #job-board Support Driven Slack channel.

## Pic of the week

#x-fuzzyfriends

"Just some cozy vibes as we wait for the snow to melt" (@Kmoburg)



**Do you think this newsletter could be helpful to a friend or co-worker?**

Forward it via email to them and share a one liner on why you think it could be helpful to them.

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