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21-8 / Week in Review - Support Driven

1 message

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To: Stephanie <stephaniejadewong@gmail.com>

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**"None of us
is as smart
as all of us."**

- Ken Blanchard

Hi Stephanie,

Can you believe it's almost March already?! I don't know where this year has gone, but I feel like I've accomplished so much yet not enough.

When you think about it, what is enough?

Is it all the tasks you can finish from the moment you wake up to the moment your head hits the pillow again? Is it trying your best even if you don't meet a deadline or make a mistake? Maybe it's things like remembering to drink enough water, or expressing gratitude to your team members.

Everyone's idea of what's enough will differ, but I hope you take pride in how you showed up for yourself this week, and how what you've accomplished is enough.

In the spirit of celebrating accomplishments, have you ever wondered if you should **use a framework in customer support**? [Check out our latest blog post about it here](#), written by community members Diana Potter and Denise Twum.

While you're there, we've also shared [a Zendesk highlights post](#) about **SEO, Answer Bot, and more**. The highlights are from [#u-zendesk](#)

Do you deal with bug reports often? If you missed it, you can read our post that highlights the

community's questions and comments [here](#).

Tune in to our latest podcast about **welcoming new people into the Support Driven Slack community** featuring Cyn Armistead, from the Community Onboarding Team. Cyn shares thoughts on the onboarding experience and steps we're taking to welcome new people. 🎧 Listen on Apple Podcasts [here](#), or on our site [here](#).

Introducing: [#sd-contributors](#)! **This is a channel where people who want to help or give back to the community can discover opportunities to do so.** Please join if you'd like to be more involved with the community!

We'll chat again in March, friends.

Take care,
Stephanie



Featured Community Member

Nora is a Customer Support Lead at komoot, and has been a Support Driven member for almost three years.

“(Support Driven) It’s been invaluable in helping me connect to other people facing similar challenges and learning from their experiences.”

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.

Community Conversations

@Alice in #customer-experience:

"Hey all- any user sentiment analysis tools you've used and loved?"

@Carmen in #leadership:

"Does anyone have experience setting up a Customer Advisory Board? I'm looking at setting this up.. Let me know if you have any good

tips or even learnings.. thanks!!”

@Cece in #onboarding:

"Hello! The company I work for currently has two separate support teams supporting two separate products. We are considering combining these support teams. **Has anyone gone through something similar?** Would you be willing to chat about your experience with training these teams? Thanks!"

@justinvictor in #operations:

"Hi all! I was wondering a few things regarding CSAT. **In your companies is it possible for persons who are not direct customers of yours to receive and respond to a CSAT survey?** For example, someone who is a prospect, someone who is an end-user of one of your customers, or someone who has received a phishing email that looked like it came from your company. If it is possible, do you handle those surveys differently at all?"

@dpotter in #sd-women-nb:

"**I'd love to know some other folks feelings/impressions about an initiative my company is doing for international women's day.** Gonna thread the details."

@Jace in #trust-safety-security:

"Good morning friends! With so many different PM and eng teams, **how do you ensure that each team is considering Trust and Safety implications into initial planning at scale?** Does anyone have a policy that helps inform this, that you'd be willing to share? TIA"

@Kevan Gammage in #leadership:

"Hi all, thank you for being a brilliant sounding board! **I'm looking to help my teams develop some of their skills outside of their core Support function, and one way we are doing that is giving them extra projects to work on (building some tools, creating Confluence docs, etc).** The team doesn't use any project tracking/management tools at this point, and I'd love to know if anyone has found success with tools like Trello for this purpose? I've used JIRA for it before in previous roles, but in this case I don't think we have that option. Thanks!"

@Husam Najib in #u-zendesk:

"Hi everyone - **has anyone had any adverse experiences with**

Zendesk as your company has grown? I have heard about scale issues and am already seeing occasional site slowness / explore timing out / etc.":

@Tom Kirby in #leadership:

"I am on the hunt for any good 1-1 templates and resources, would love to see what people are using that they have found effective for documenting and tracking"

What We're Reading

- Should You Use a Framework in Customer Support?, written by Diana Potter and Denise Twum
- Zendesk Highlights: SEO in Zendesk Guide, Answer Bot, and more
- Building Killer Player Support Operations - CRM Software, written by Pascal Debroek
- LiveOps at Behaviour: Optimizing Through Player Experience, written by Tara J. Brannigan

Bulletin Board

@Tadas

"Last Friday @Charlotte Ward and I had a chat on about building a solid support ticket tagging process.

We covered things like where to get started, pitfalls to watch out for and what to do if you inherited a "mess".

You can listen to it on the Customer Support Leaders podcast.

Hope you enjoy it"

@Rose

"I don't know if anyone here skates, but my partner has started making **toe caps for roller skates!** I'm definitely biased, but I think they're super cute, so you should totally check them out."

@luis

"Hi all! @e are running a survey at Geckoboard that's aimed to all support professionals. Here is a link to it <https://www.geckoboard.com/>

[blog/customer-support-survey-2021/](#) It would be great if you can help (and maybe win \$100 in Amazon vouchers)!"

Job Opportunities

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

- **Public** CX roles Raleigh, NC (@jordan.k)
- **eVisit** Bilingual Support Agent, Remote (@Blaze)
- **Airtime** Trust and Safety Specialists , San Diego, CA (@JulietD)
- **Veho** Training coordinator, Customer Support, Remote (@tones)
- **Intercom** (Senior) Customer Support Operations, Chicago or Dublin (@ryan)
- **Grindr** Senior Trust and Safety Specialist, Remote (Alice)
- **Aula Education** Customer Success Manager, Remote (Gladys Ismael)
- **SoleSavy Inc** Customer Support and Education Specialist Remote (@Desiree)

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

Pic of the week

#inspirations-and-quotes

"To all the rebels like me who do things differently at work, a toast 🍷
Keep pushing boundaries. Keep challenging the status quo. Keep innovating." (@momckibbin)

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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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