



Stephanie Jade Wong &lt;stephaniejadewong@gmail.com&gt;

---

**21-9 / Week in Review - Support Driven**

1 message

---

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

Fri, Mar 12, 2021 at 10:43 AM

**" Good customer support reactively answers questions quickly, accurately, and efficiently, but great customer support both anticipates and answers customer questions before they arise."**

— From Making the Business Case for Frameworks in Customer Support

Hi Stephanie,

Did you sleep well last night?

**Sleep Awareness Week** is **March 14-20**, so I hope you'll take a moment to consider if you're getting enough sleep, or if you could benefit from catching some more zzz's. 🛏️💤

**Sunday is when some of us will spring forward an hour for daylight saving time.** 🕒 I don't know about you, but I can't wait for warmer days. I got so excited this week because it was finally warm enough to open my windows!

Ever wonder about **making the business case for frameworks in customer support**? Read Mo McKibbin's latest [here](#).

To **keep up with our latest blog posts**, be sure to join [#reads](#)!

We're back with some **Zendesk highlights** featuring daily logins, JIRA tickets, [and more here](#). You can join [#u-zendesk](#) for more chats.

**If you need a little boost**, consider joining [#inspiration-and-quotes](#) and/or [#good-news](#).

Please enjoy this week's newsletter. BTW, if you were curious, **@Génesis curates all our newsletter content each week!** Feel free to send her a DM if you ever have questions or comments.

Until next time, pals.

Best,  
Stephanie



### Featured Community Member

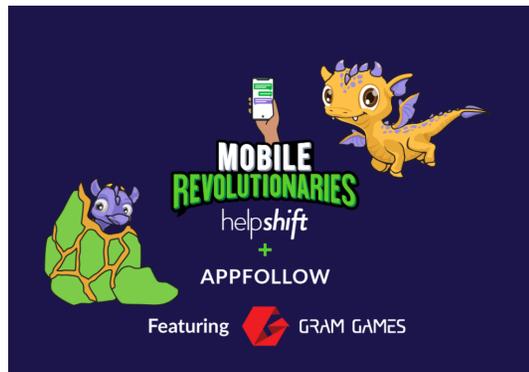
**Georgia** is a Customer Support & Success for SaaS at **balena**, and has been part of the community for 3 years now as a Support Driven organizer in Athens.

“Our goal at the Athens Support Driven Meetup is to exchange knowledge and good practices. The topics that we are covering are related to Customer Support, Onboarding, Retention, Success, KPIs, analytics and reports and lots more. Moreover we are highlighting all the opportunities for career development both in Greece and abroad, and we announce the new job openings available in Athens.”

*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.*

### Mobile Revolutionaries 🤖

Helpshift and AppFollow have teamed up with Gram Games to explore how product and support teams can use KPIs like Duration of Play, Retention, CSAT, Engagement, App Store Ratings, and more to



gauge the success of a game's design, player support, and overall player experience.

**[Read more and register here.](#)**

SPONSOR

### Community Conversations

@ErinOMalley in #knowledge-management:

"Hi everyone! I just started managing a KB for open source customers at Puppet. As part of the content strategy planning I'm trying to do a little market research. **Do any of you know of a software company that offers both open source and enterprise versions and has a dedicated resource portal specifically for the open source side?** With this portal we are trying to cater specifically to open source users, rather than having our open source and enterprise resources mixed in together. We also have half gated content and half free content, though that may not be necessary for a helpful comparison. If anyone can think of a similar use case that would make my day. Thanks!"

@KevanGammage in #leadership:

"We're hoping to pilot live chat in the near future, but I'm having some trouble wrapping my head around how to think about staffing for it. We're a semi small team with reach into several regions and customers that have been asking for some sort of chat well before I joined. In a perfect world we'd jump in with both feet and turn it on but that would probably require us to double our headcount. **Has anyone rolled out chat for an existing team that's comes from a 100% email background, and had success without exponentially growing their teams?"**

@NicholasTang in #chit-chat:

**"Is there anyone who has a KCS-inspired agent workflow/ experience built into their support tools and who would be willing to show it off confidentially?** I'm curious to see how in the real world

people have actually implemented things like that."

@Ailyn in #customer-success:

"Happy Tuesday! Small team of 2 over here, expected to grow to 5 by end of year. **What platforms are you using for managing accounts once sales hands them over?**

We use Hubspot for Sales + Marketing, so information would come from there. Doing demo with Churnzero + Vitally next. Couldn't do demo with Catalyst because they only support Salesforce. Gainsight and Totango both seem like too much for a team of 2. What's your experience?"

@DanUrman in #chit-chat:

"Hey folks! My team is starting to put together a standard support SLA for contract templates (we're a B2B SaaS). We've had some disagreement over whether it's appropriate/expected to include issue resolution times (at least for large enterprise contracts) and not just response times. **Curious whether anyone has any definitive takes here, or whether the presence/absence of resolution times has been an issue for you, whichever side of the contract you were on?** I'm also really curious to know what companies like Zendesk do, but that info doesn't appear to be public. :)"

@TyHill in #chit-chat:

**"Hey everyone, happy Wednesday! Quick question for y'all:**

We're a low ACV, high-volume SaaS company. While most users are completely understandable about turnaround times for non-P1 bugs or inquiries, some users get very upset that support is not instantaneous. When troubleshooting bugs with these users, often times they're reluctant to send screenshots or any relevant information.

These only represent a fraction of a percentage of our inquiries, but I want to learn how y'all handle this. **How do you appropriately set expectations and prevent these users from becoming detractors (i.e. leaving negative reviews, blasting on socials, etc)?"**

@jacobmovingfwd in #career-development:

""When doing an async ticket challenge where you "explain your thinking", **do you admit when you go down the wrong path, or do you edit your stream-of-consciousness once you've gotten the answer?**

Or does it not really matter?":

@Balajee in #customer-experience:

"Hello there, we are a B2B SaaS company and our support is a 50 member product specialist support team. We are on Freshdesk since 3 years now. They have a Customer Satisfaction feature that goes out with every ticket we close but the % of tickets we get a response on is just about 11%. And i need help here. **I need ideas on how can we increase this to 20% and then what more can i do to increase to 35% and go above 50%(final goal).**"

### What We're Reading

- Making the Business Case for Frameworks in Customer Support, written by @MoMcKibbin
- Zendesk Highlights: Everyday Zendesk login, Zendesk + JIRA and Update or Ticket Updated in Explore, written by @kamardudar.

### Bulletin Board

@BenGoodey

"We've curated insight from some awesome customer service & experience leaders to tackle this question: How do I sell the value of customer experience within my organisation?" See here

@Ben

"Taking a look back at all the things I \*didn't\* know when I worked at Trello:" See here

### Job Opportunities

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

- **Yeast** Support engineer Remote
- **Evernote** Customer Support Representative, Remote (@brittanynaylor)
- **Agorapulse** Customer Support Hero, Remote
- **Opencare** Support Manager, Canada or USA (@LarryBarker)
- **GlossGenius** Technical Support Manager, Remote (@sabrina)

- **OpenPhone** Customer Success Manager, Remote (@darynakulya)
- **strongDM** Customer Success Manager, Remote (@jakebartlett)
- **Apeel** Director of Customer Success Remote (@JennyDempsey)

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

### Pic of the week



#good-news

"My under desk treadmill finally arrived (a month after I bought it).  
Related: I'm insane."  
(@mikejandreau)

**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.

13727 SW 152nd St PMB 24001  
Miami  
FL

[UNSUBSCRIBE](#)

33177  
United States of America