M Gmail   **Stephanie Jade Wong <stephaniejadewong@gmail.com>**

21-15/ Week in Review - Support Driven
1 message

Scott from Support Driven <scott@supportdriven.com>   Fri, Apr 16, 2021 at 10:13 AM
To: Stephanie <stephaniejadewong@gmail.com>

> **"Proactive support aims to get ahead of these problems**
> **before a customer reaches out to contact support."**
>
> **- @Mo McKibbin**
>
> from Proactivity in Customer Support

Hi Stephanie,

Have you been spring cleaning lately? Instead of just tidying up your home, think about clearing out that negative energy in your spaces and in your head. Don't let the bad vibes keep you down for very long.

Earth Day 🌍 is on Thursday, April 22nd. It's a yearly reminder that we can make an impact on our planet. If creating change seems way too difficult to wrap your mind around, start with small things like recycling, using a reusable water bottle, or turning off the lights in rooms when you leave them. We can all make a conscious effort to take care of Earth.

Frameworks help us work smarter. In case you missed it, read all about Intercom's Conversational Support Funnel here.

Are you setting up Zendesk products? Do you have questions? Are you looking for recommendations? Submit your questions here.
You'll hear the questions answered live by experts from #u-zendesk at the Office Hours we're hosting after the **Zendesk CX Academy Live on April 27th.**

🖊 Register for Support Driven #u-zendesk Office Hours - Getting started with Zendesk.

See you there!

Take care,
Stephanie

Featured Community Member

Shaun is a Client Operations Director at Smudge, and has been a member of the community for almost 5 years.

"(Support Driven) It provides me great insight into the Customer Support and Success sphere and how to improve and grow within the CS space."

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

@simones in #chit-chat:

"General question. **When you start a new job now in the Pandemic 🇺🇸 do you get your equipment sent to you or do you pick it up somewhere?**

Here in 🇪🇺 pick up from a physical place is a big no no but IDK in the US right now. Thanks! "

@anne in #customer-success:
"Hey guys - **curious on how you structure your bonuses for CSMs.** Any insights are appreciated!"

@PeterRifkind in #i-ecommerce:
"Anyone managing subscriptions via Shopify?"

@DanielBergamini in #knowledge-management:
"Looking for some suggestions for internal knowledge base solutions. I'm **looking to find a new solution to help scale our knowledge management solutions for internal information**. Has anyone scaled their knowledge base processes and if so, what challenges did you run into?

- We have a support team of 30

- We are using Notion right now (rest of the company uses it as well)"

@PeterRifkind in #leadership:
"We're considering moving our support from a BPO to an internally managed team of contractors. I've never hired contractors myself, and am not really sure where to start. **Does anyone have any resources they would recommend?** Or would anyone care to share their experience pivoting to a team of contractors? Any help is appreciated!"

@Hilary in #leadership:
"**What defines T1 for you vs. T2?** Does anyone run a support team without tiers?"

@SteveBussey in #technology:
"**Is anyone using Intercom custom domain for their help center (like help.example.com)?** I need to check out how something works with it, but their free version doesn't let you set it up."

@CraigStoss in #leadership:
"Hello! **Does anyone have an example schedule for a team with multiple channels?** Something simple like a GSheet or Excel sheet? Basically just trying to get ideas of how teams visualize shifts and channel assignments without a WFM tool."

What We're Reading

- How the Best Sales and CS Teams are Finding Expansion Opportunities with Slack by Tim Geisenheimer
- How to optimise your macros usage in Zendesk by Andrei Kamarouski

Events

- Zendesk CX Academy Live
- Support Driven #u-zendesk Office Hours - Getting started with Zendesk

Job Opportunities

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

- **Ghost** Customer Support Representatives, Remote (@justin)
- **Electric** VP of Customer Success, NYC
- **DreaMed Diabetes** Customer Success Manager, United States (@Makenzie)
- **DataCamp** Senior Manager of Customer Support, NYC (@Robert)
- **Postman** Technical Support Engineer, Remote (@chrisdeso)
- **Top Hat** Bilingual Technical Support Specialist, Remote, Canada (@midnight_muse)
- **Mailchimp** VP of Customer Operations, Remote (@tj)
- **Geckoboard** Customer Support Engineer Remote (Pacific Timezone)

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

Pic of the week

@heathermerrick

"Just a lot of love and support to those trying to get through the week."

from #diversity-inclusion

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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