Gmail

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21-17/ Week in Review - Support Driven
1 message

Scott from Support Driven <scott@supportdriven.com>   Fri, Apr 30, 2021 at 10:17 AM
To: Stephanie <stephaniejadewong@gmail.com>

> ## "Alone we can do so little;
> ## together we can do so much."
>
> **- Helen Keller**

Hi Stephanie,

Does helping others bring a smile to your face and a sense of accomplishment? Help yourself by helping others: Try to do one thing to help someone else this weekend. It could be big or small! (I made a breakup playlist for a friend who really enjoyed it.) It may not impact your day much, but it could be beneficial to the person you're helping.

If you've been meaning to ask someone for advice, go for it! Asking for help can be difficult, but you're truly helping yourself in the end.

Did you check out our weekly Community Flyer on Monday in Slack? It's something new we're trying since there's no perfect way to keep everyone informed. It'll include community news, events, and more! We'd love your ideas and feedback on the content and format.

The Inside Support Podcast is now on Spotify! 🎉 We're also trying out publishing transcripts with the episode, so please let us know what you think of it.

We're starting a new podcast about people's origin stories in CS with @alison as the host! Hopefully this will inspire and help people get their first job in CS. ☝️ Our first podcast guest is @krompson, sharing her journey from school teacher to CS here.

Here are a few SD mascot suggestions we've received so far:

🐕 St. Bernard
🐉 Dragon
🐝 Bee

What mascot would be fun to have in our community? We'd ❤️ more suggestions here.

See you in May!

Take care,
Stephanie

Featured Community Member

Blanca is a Strategic Partnerships Director at Walker Tracker, and has been a member of the community for almost 3 years.

"(Support Driven) It's an amazing resource for me as an executive and a leader, where I get and give advice, share best practices, network, build friendships, and find professional and personal growth opportunities. This community is built for everyone in the Support and Success world.

Whether you're working from the helpdesk or chats, contributing to product and strategy, thinking about learning or finessing management skills, tackling conflict resolution, this community is ready to support you. If you're customer-driven join us and feel free to find me on the slack forum (@blanca garcia-rinder)."

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

@AlecBurke in #customer-experience:
"In regard to CSAT vs NPS, **does anyone currently offer both scoring**

systems to end users? and if so, why do you offer both instead of one or the other? How does your reporting/decisions change when having both or even what additional insight do you gain from having both?"

@marjorie in #customer-experience:
"Hi all, **I want to change our flow from "same agent throughout the ticket life cycle" to multiple agents** (whoever is available). Do you have any tips, suggestions, words of wisdom? Thank you!"

@SaraG. in #chit-chat:

"This is super random but uh, I could use some tech support. 🙃 I have used all my google-fu, but nothing that turns up has worked for me yet and my last resort is really the last resort (wipe it and start fresh), so hoping someone has been in this position.

Background: at some point in time I removed Facetime from my iPhone/added it to a list of restricted apps. Mostly because I never wanted to get a facetime call from anyone. However my mom and dad just got iphones this weekend and my mom really wants to facetime me. I attempted to add facetime back to my phone, but as I have restricted it, I have to do it there. Problem being, **I can't remember my passcode for this part of my iphone.**

I found this thread on Apple Support, and tried a few of the tricks, including one I will thread. But so far, no dice. Anyone else encounter this issue? Is there any way to recover my "restrictions" passcode? Or do I really have to reset my phone to "new"?"

@DianmarieDeJesus in #knowledge-management:
"Hello! I've recently been promoted to my company's first Knowledge & Content role. We are trying to determine what success in this role looks like. **Can anyone share what KPIs you use to determine success? How are you being measured?**

@DanielBergamini in #knowledge-management:
"Besides Guru, what other internal knowledge base solutions do you use for your support teams?"

@EmiBlue in #leadership:
"A somewhat personal "leadership" question. **How open are you with**

your team about things that may be interrupting your day to day work? I have epilepsy. I have partial seizures where I can't communicate or my communication is mixed up. I Just had a meeting with my own manager and I'm very open with him about what's going on.

Sometimes my team can't reach me (well they can try, I just can't understand it.) My work are happy for me to continue with my workload and to keep managing it as best I can. But what do I tell my team? I feel that being open allows others to feel they can be open with me. However I also don't want them to feel they can't trust me to get things done properly. So how open are you?"

@ethan in #leadership:
"I was asked to write up a survey for our CSM team about Support. **Trying to think about what I want to ask. Some initial thoughts:**

Do you feel that support is meeting the needs of your customers?

Are there things you're doing you believe support should be doing instead?

When customers are frustrated by support (it's okay, this happens) do you feel comfortable raising these frustrations? Do you know where?

Do people have other questions they might ask?":

@jakebarlett in #chit-chat:
"We're early stage, and therefore my team is very small (2 people). We wear multiple hats (hybrid support and success). The sales team has a big name brand in the pipeline and they feel we need to include a response time SLA for this customers that includes around the clock support. It seems they're afraid we won't get the deal unless we include that. They feel the customer wants a way to contact us urgently as our tool will be considered "mission critical" for them.

In my experience, working for another "mission critical" tool (statuspage.io), we never had SLAs, and that was always our answer. My fear: we are not set up to offer an SLA like that at this point. **Anyone have experience with getting pressure internally to commit to SLAs at a point when you feel like you're not set up to live up to the SLA?** Any suggestions for how I respond and push back here?"

What We're Reading

- How Saastr Has Adapted to the Pandemic – Inside Support Driven Podcast, written by Support Driven
- Customer satisfaction: Understand, measure, and improve | Complete guide, written by @BenGoodey
- Managing meetings, written by @ShawLi

Bulletin Board

@MeredithMetsker
"Hey all! My company launched a new podcast today called Beyond the Queue: Inside Customer Support! And I'm super excited to share the first episode - featuring the incredible @Josh LaMarche, director of customer support at Gong!

Josh has worked in support for 20+ years, while avoiding burnout and maintaining a passion for celebrating his team and customers. In this episode, Josh shares his advice for up-and-coming support leaders, along with his secrets to building a healthy culture and getting off on the right foot at a new company (especially during COVID).." Watch or listen to the episode here

@AlexRichards
"Hey CX Leaders! Join thousands of your industry peers in the ultimate user conference, an online gathering like no other, as we begin to rewrite the playbook on customer & employee experience management. Register today for Medallia Experience 21. Mark your calendar for May 18-20th, 2021. We'll have speakers from Facebook, Samsung Electronics, Banco Santander, 3M, Birchbox, Gap, Vanguard, and more." Join here

Job Opportunities

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

- **Gatsby** Senior Support Engineer, Customer Success Remote, EMEA (@BenRobertson)

- **Uber** Product Automation Program Manager, Chicago, Illinois (@lanceco)
- **Smile.io** Live Chat Support Specialist, Remote (9 - 5pm ET) (@maggie)
- **Help Scout** Technical Support Specialist, Remote (@leahknobler)
- **Sago Mini** Customer Care Manager, Toronto based (@Roxane)
- **Stark** Customer Success, Remote
- **Leadfeeder** Customer Success Engineer, Remote (EU timezones)
- **Teampay** Customer Support Manager NYC area

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

Pic of the week

From #Silly

Enter Johnathan's Memery all ye who dare here

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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