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21-18/ Week in Review - Support Driven

1 message

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To: Stephanie <stephaniejadewong@gmail.com>

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"Honesty is the best policy."

from What "The Office" Teaches us About Personal Service

Hi Stephanie,

Happy May! It's officially [Mental Health Awareness Month](#), and I hope you're taking days off when you need it. Although it's ideal to avoid burnout, it's sometimes difficult to avoid it when life just happens.

I encourage you to really sit with yourself and your emotions today. Think about how you're doing mentally. What can you add to your life to make it a little better? What can you remove to make it a little more stress-free?

You are definitely not alone in how you're feeling. Please feel free to share your thoughts in [#x-mental-health](#).

Thanks to your suggestions, we have some initial doodles for the Support Driven mascot [here!](#) Tell us what you think of the 🥜, 🐝, 🐼, and 🌿!

We're looking for a person/people to promote and showcase the Aspire program!

Responsibilities include:

- sending monthly check-in emails to participants
- collecting and managing testimonials
- promoting the program to get more participants

- joining our bi-weekly, 30 min. Aspire syncs

We estimate this would all take about 5-10 hours/month. Our goal is to make the program more engaging for participants and to help new members understand what they can expect from the program. Thread questions [here](#) or DM @diane.

How has Saastr adapted to the pandemic? Find out on the Inside Support Driven podcast [here](#).

Interested in a part-time community management opportunity? We're putting together a plan with a partner who wants to build a community together. One of the ideas we're exploring includes having a senior CS leader answer questions that come up in the community on the team account. If you're interested and/or have questions, please DM @scott.

Let's chat again next week.

With peace and love,
Stephanie



Featured Community Member

Lefteris is the Head of Customer Service at Stoiximan, and has been a member of the community for 3 years and 5 months.

“(Support Driven) It’s a vibrant community where a lot of professionals contribute their knowledge and experience.”

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

@SojungKim in #customer-experience:

"Hi! Not sure if this is the right channel to post in but giving it a go!

I'm having a difficult time putting together a the vision and hiring plan for our CX department. I think I have an ok foundation for hiring based on our metrics (avg. ticket volume, avg tickets handled by agent)

and the basics of how I'd like to see the team structured but the consistent feedback that I'm receiving is that the overall vision and roadmap is lacking.

I have zero experience in hiring and everything created so far has been from scratch. Would appreciate any tips or if anyone is open to a 1-1 that would be a lifesaver! TIA!"

@JoshSugarman in #customer-success:

"Hi all - I have an interesting question from a discussion with a friend around **pricing/ARR tracking for consumption type based businesses** whereby the customers is contracted to increase their ARR each year due to having a "minimum volume" increase pre-scheduled.

So let's say a customer pays \$10k for 10,000 searches, \$25k for 25,000 searches and \$50k for 50,000 searches. Now let's say this customer comes in and signs a 3 year new biz deal, whereby they must pay a minimum of 10k in year 1, 25k in year 2 and 50k in year 3.

The question I have is when it comes to calculating net retention rate, would you consider years 2 and 3 to be "upsells" that should be counted in the same month the new biz contract is signed, or when the ARR is upgraded to that amount (start of year 2 and start of year 3). Or alternatively, should it not be counted as upsell at all and potentially be counted as a price increase? Or alternatively is year 1 and year 2 a discount on the higher price of \$50k for year 3?

I'm guessing this is one of those with "no right answer" but interested to hear views of others who have dealt with this type of challenge. Of course, the different methods will all impact net retention rate calculations quite considerably."

@Brittany/bferg_ in #chit-chat:

"When responding to customer emails, do you typically invite the customer to ask you or use the royal "we" for anything else they need? E.g.: "Let us know if you need anything else." or "Let me know if you need anything else."

@petr in #chit-chat:

"Does anyone have a great example/examples of really good general auto-replies? The ones you receive after you contact a brand and they

tell you email arrived and they'll reply asap. Thanks, looking for some nice examples 😊"

@awurama in #chit-chat:

"Has anyone here used HappyFox or ZohoDesk for their support center? I'd love to talk to you if you have. Thank you! 😊"

@Harley-ChanelJohnson in #chit-chat:

"To triage or not to triage 🙄 What is everyone's take on managing rapid growth in a support team with regards to triaging and best practices for how to do so? If you are an opponent of triaging I would love to hear your thoughts as well.

My main focus right now is ensuring workloads are equitably dispersed and that we don't have any easy ticket hogs."

@Val in #leadership:

"Does anyone have resources or sources on how much support reps can actually influence CSAT across the board?"

We all know that the rating itself is just as much influenced by how much the customer liked the answer (independent of how accurate or correct that answer was) or the general mood of that customer which can be completely outside the customer support person's control. So - are you aware of any research into that area?"

@PeterSajevics in #chit-chat:

"Hey everyone, if there is anyone who supports a product (in any role) that is available in the app store and maybe accessible from a browser as well, I would love to connect to understand better the workflows, challenges and the technology that is being used as support tools.

Please let me know if you are up for sharing some insights."

What We're Reading

- Zendesk Highlights: Help Center articles visibility, Spam via web forms and Best time for hiring Ops Manager
- How to properly prioritize customer support issues by @BenGoodey
- High Performance Standards by @Ben McCormack

Bulletin Board

@Mjonmeyer

"With the whole Basecamp thing, if anybody who runs a podcast/blog, it'd be a great episode/post on questions to ask to companies about diversity and inclusion when interviewing... I would do it myself, but 2 kids, massive workload, etc.. just an idea for anybody looking for content for their site/channels." See here

@sorin

"I've build a tool that scans a Zendesk Guide help centre and detects & exports all the broken links/images for each article. It's FREE for all the members of this community." Check it out here

@MeredithMetsker

"Episode 2 of Beyond the Queue by Stonly is live! Featuring the amazing @Susana de Sousa of Loom. Enjoy!" See here

@Robbie

"📣 Calling all customer support AGENTS 📣

We want to hear from you! We're currently collecting valuable input from support agents for our 'Agent Empowerment Report'. The report will give the spotlight to agents allowing them to anonymously share their thoughts on how to build happier, healthier customer support work environments.

Why do it? Apart from helping yourself and your colleagues make a change, it only takes 6-mins and we're giving out tons of Amazon gift cards 💰💰 to say an extra thank you! I know this is a long message, but if you made it this far we really appreciate the support! :)
" See here

Events

- Webinar | 💰 The True Cost of Player Support, ft. Keyword Studios

Job Opportunities

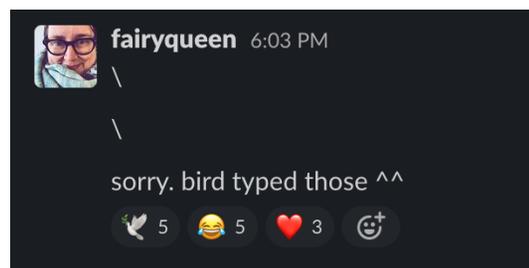
Feel free to DM the members who posted about these jobs on Slack.

- **Remote**, Customer Success Manager, User Happiness Manager, and Program Manager, Remote (@EliotDyson)
- **Hotjar**, Customer Support Lead, Remote (US Eastern and Central) (@JonHickman)

- **Front**, Support Engineer, SF / Chicago office based, or remote in CA, IL, AZ, OR, WA, CT (@JasonDugdale)
- **OpenPhone**, Customer Success Manager, Remote PST, CST, EST (@darynakulya)
- **TrackTik**, Customer Success, Success Management, Solution Engineers and Specialist, Remote (@jerry_ryan)
- **Appfollow.fi**, Customer Support Associates, Remote (@VeraTerengina)
- **Sellersmile**, Customer Experience Specialist, Remote (@Yasine)
- **Trust & Will**, Member Support Specialist, Remote (@MegPalazzolo)

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

Pic of the week



Pets are also welcome to join our conversations. 🐦🐱🐶🐸🐉

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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