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21-24 / Week in Review - Support Driven
1 message

Scott from Support Driven <scott@supportdriven.com>   Fri, Jun 18, 2021 at 11:57 AM
To: Stephanie <stephaniejadewong@gmail.com>
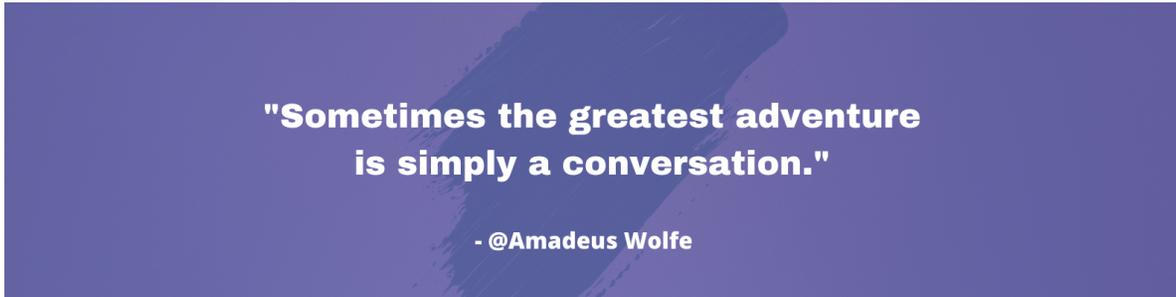
> "Sometimes the greatest adventure
> is simply a conversation."
>
> - @Amadeus Wolfe

Hi Stephanie,

How do you show up for yourself and others at work?

Do you dive right in and go from there? Do you need to fill up your cup before helping others? It'll differ per person based on working styles and personalities. If something's not working for you right now, reflect on how you can show up for yourself. It can not only help you, but those around you.

How do you **enhance customer experience while growing?** Find out here.

ICYMI: **We stared a podcast called Origin Stories**, where we share stories about people who transition into the support industry from other careers. Listen to our latest episode starring @Beth here. **Know anyone who has a great story to share?** Let us know here.

We kicked off a project to create a **community-maintained knowledge resource** that benefits all of you!

The **SD Member Manual** lives in Gitlab, and you can see the first piece of content here.

We're looking forward to evolving the Member Manual with the community in #knowledge-management, so we'll:

- Ask for ideas and feedback
- Share updates
- Look for contributors

If you'd like to join us on this project, DM @knowledgebird. Feel free to share initial thoughts or feedback here.

More than 60% of consumers across the UK, EU, US, and APAC are trying new brands due to economic pressures, store closings, and changing priorities.

Our panel of customer service experts will talk about how they've adapted to growth through the pandemic in our **Growing with Speed and Quality in 2021** panel in collaboration with Freshworks. Register here.

Klaus is working with us as a Community Partner for #quality! 😻
@Triin from Klaus is joining our Community Guides program to get your quality-related questions answered, help you connect with others in the community, and more. You'll be seeing more of @Triin, so please give her a warm SD welcome here.

How do you outsource effectively in customer support? Find out in our Community Round Table here.

Sincerely,
Stephanie

Featured Community Member

Nate is a Senior Support Analyst at SafetyCulture, and has been a member of the community for 3 years and 9 months.

"(Support Driven) It's a special place where lifelong friendships and relationships have been formed with some amazing customer-obsessed and like-minded individuals."

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.

Unstuck: The Inspirational Playbook

From teamwork to tooling, **Unstuck** is an ever-growing database of little tips, sage advice and big ideas from CS professionals, that will help any customer service team switch things up and take their game to the next level. Check it out **here**.

Community Conversations

@Stephanie Hardy in #leadership:
"**Anyone else in e-comm and have the lowest ticket count ever because sales won't ramp up until Q4?** Let's brainstorm ways to keep the team engaged!"

@Meredith Metsker in #chit-chat:
"Hey all! I'm writing an article about how to build a long-term career in customer support and avoid burnout. **Anyone have any advice, tips, or tricks I should include?** Thank you in advance! 🙂"

@Charlotte in #leadership:
"**What ingredients go into forecasting headcount for you?** I'm trying to make a tool to do this, and curious what inputs I may be missing 🙂 The hardest part is with non-linear increases in volume."

@Justin Davis in #outsourcing:
"Hi all! I'm working on generating some SLA's with our new BPO partner. We are covering the standard stuff (wait time, satisfaction, attrition, etc.) but **I wanted to reach out to the community to see if you had a "favorite SLA" that you like to include in your contracts.**"

@Allison Fortson in #chit-chat:
"**Does anyone else do outward facing webinars?** My company

(Trust&Will: Estate planning made easy) Is really diving into Webinars and I am heading up the project. We've been running tests but I'd love to pick a few brains if they're out there!!"

@Olga Piskunovska in #chit-chat:

"Hi everyone 👋 **Has anyone used live chats as a channel to help customers?** We're using only email right now and I'm searching for some chat solutions. Please share your experience 🙏"

@Triin in #chit-chat:
"Real life events?! Y/N?"

@Mercer Smith in #x-mental-health:
"**I got two kittens** and it is probably the best thing that I've done for my mental health in years, tbh."

Events

- Career Development Community Round Table | Fri, Jun 18
- Outsourcing Effectively in Customer Support, Community Round Table | Thu, Jun 24
- Growing with Speed and Quality in 2021 | Tue, Jun 29

Bulletin Board

@juliesolem
Hi friends! Hope everyone's doing well! :sunny:

We have an upcoming webinar next week on the 23rd of June with 2 CX leaders - Wistia's Director of Happiness Stacy Justino and Dixa's VP of Customer Success Pam Alvarez They will be discussing the importance of keeping an open mind when it comes to building a support tech stack and making big, bold decisions about changing the way you work :white_check_mark:

Sign up here to reserve your spot and feel free to invite friends and colleagues! Hope to see you there!

@Lauren Mecca
Hello :supportdriven:! as a builder of Customer Success at early stage

startups I want to help more leaders start early. #CSday1 is what I'm calling monthly roundtables where anyone is welcome to join and discuss the monthly topic. I look forward to learning, and building great customer-centric orgs together :potted_plant:

See here

@ben
One of the first things I did when I took on the new TPM role back in February was dig into the world of SLIs, SLOs, and SLAs.

There are a lot of parallels to the world of customer experience, so I finally got around to writing about that this week: See here

Job Opportunities

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

- **Mozilla** Support Content Manager, Remote (@justinrochell)
- **Vero** Customer Support Specialist, Remote
- **CoinTracker** Sr. Product Support Specialist, Remote, (@maria)
- **GoCardless** Director of Customer Support, Remote (@Dimple)
- **The Cru** Member Success Associate, Remote (@Katie Rogers)
- **PURE Insurance** Member Services Associate, Remote, US
- **CoinDesk** Technical Support Engineer, Remote
- **Uber** Customer Experience Regional Roles (@lanceco)

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

Pic of the week

From #silly

Enter Johnathan's Memery here
- all ye who dare -.

> **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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