



Stephanie Jade Wong <stephaniejadewong@gmail.com>

21-25 / Week in Review - Support Driven

1 message

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

Fri, Jun 25, 2021 at 11:29 AM

**"Your team's time is valuable. Your team is invaluable.
Rather than pushing them into burn-out, try to find ways to
encourage them to take care of themselves."**

From 6 Ways to Enhance Customer Experience While Growing
supported by Freshworks

Hi Stephanie,

Has anyone thanked you lately?

From the endless emails, phone calls and in-person encounters, I hope you know you're appreciated.

If you haven't heard it enough, **thank you for everything you do on a daily basis to make others a little happier**. A support job can feel like a thankless one at times, but your work is being noticed.

Say thanks to someone you appreciate today. An extra thanks can help lift spirits.

Sara Gardinier realized most **the skills she picked up while working in retail applied to a support job**. Listen to more in our latest podcast episode of Origin Stories [here](#).

As you grow as a company, the first thing to suffer may be your customer experience. We have published a new article to share **6 ways to keep providing great, fast support even as your team multiplies**.

Looking for **professional development opportunities**? Here are some highlights Scott noted about the [On Deck Customer Success Fellowship program](#):

- Curriculum covering business management, operations, presenting the CS ROI, and more
- Speakers who worked at places like Gainsight, Slack, and Prezi
- Case studies and frameworks
- Structured mastermind groups, office hours, curated connections, etc.
- Participants from companies in our community like Slack, Airtable, Handshake, and Carrot
- Scholarship program
- This is the inaugural class, so it's only 80 people
- Fellows in this class will get lifetime access without having to renew their membership yearly

@KellyHook has extended the application deadline to June 30th [here](#). If you apply, please mention that Support Driven sent you! Feel free to let Scott know if you apply, and what the program is like.

Let's chat again next week,
Stephanie



Featured Community Member

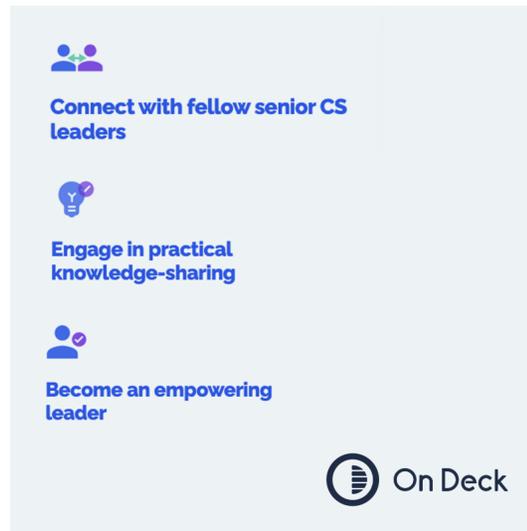
Janina is a Customer Support Hero at Agorapulse, and has been a member of the community for 10 months.

“(Support Driven) It’s where I’ve learned so much about what makes the Support industry tick.”

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.

On Deck Customer Success Fellowship

An 8-week remote program for senior customer success professionals who want to expand their knowledge, build



Connect with fellow senior CS leaders

Engage in practical knowledge-sharing

Become an empowering leader

 On Deck

customer-centric cultures and maximize their potential as leaders. Our curriculum combines modern CS frameworks, in-depth case studies, and a highly curated community of peers to help you empower your teams and improve the customer experience of your organization. 🙌 [Apply here](#)

SPONSOR

Community Conversations

@Emma Reifenberger in #chit-chat:

"Quick Q for the group. I've read a lot of articles about how the trends in CS are changing, people are investing more in technology and AI, customers want answers fast etc., but **does anyone have any good studies, articles, or thoughts on how people actually feel about communicating with a bot?**"

@alessio in #customer-experience:

"What will your **CX OKRs** be next quarter?"

@Elvira Sayarova in #customer-success:

"Hey guys! **What's the BEST experience you have in contact with customer support?** What's the name of company? Any type of service

😊 There are a lot of good businesses right now and i want to search for the best on market with your help 🙏"

@Thalia Tsarli in #incident-comms:

"Hey all, Currently working on the best way to communicate major incidents to users. **Would you use web announcements over emails?** Any suggestions on how to adjust the flows based on the expected

resolution time?"

@Vera Terengina in #knowledge-management:

"Hi all 🌞 I'm wondering **what metrics other customer support teams recommend for measuring Support Ticket deflection**. We are looking for ticket deflection baseline to create a deflection score card to determine if the Help Center articles is truly assisting in ticket deflection.

- Our B2B SaaS startup is quite small so we don't have enough data to make decisions based on Self-service score (number of tickets / visits).
- And the product is quite difficult, so it's not enough to compare number of tickets with MAU.

What are the other possible ways to understand whether our Help Center assist the ticket deflection?"

@tones in #chit-chat:

"When it comes to your reports and metrics, **which do you typically use the most and why?** Averages (🦊) or Medians (🐘)"

@Lukasz in #operations:

"Hello Everyone, **I'm looking for some recommendation for tools that will support social media messages**. My requirements are:

1. One inbox with feeds from twitter, instagram, facebook and youtube (comments, mentions, DM's). Different options to handle the messages (reply, no action taken, escalate).
2. Good reporting where I will be able to measure service level, productivity, messages handled by an agent, the more data about individual messages the better.
3. Options for adding sentiment to the messages."

@Awurama in #operations:

"Hi y'all! **Has anyone here made a backup of their KB?** What/how did you do it?"

Events

- Growing with Speed and Quality in 2021 📈❤️ | **Tue, Jun 29**

Bulletin Board

@Rashmi Bhambhani

Hi everyone! We are excited to share our next Webinar on Automation & AI. If you are looking for ways to automate manual processes using AI, then this event is for you. See how new technologies can not only save you time, but also Increase your Customer Experience in our next webinar -

[Register here](#)

@Meredith Metsker

We're back with another episode of Beyond the Queue by Stonly! 🗣️
Featuring the amazing @Stacy Justino of Wistia! This week, Stacy shares her 5-step process for spinning up support for a new product. After 10 years in customer support, and many product launches, Stacy's got it down to a science. 🚀

[Watch or listen here](#)

@Katherine Ortiz

Hello! 🙌 ICYMI in #events, I'd love to share a webinar for those in the mobile or gaming. We've partnered with Unity and crash management solution Backtrace on our upcoming webinar 🧠 "Mobile Game Immersion: How to Keep Players Engaged" 🧠 next **Tuesday, June 29th at 2 pm PST**. We'll hear from Halfbrick Studios' Customer Support Lead and QA Officer of Fruit Ninja 2 🧑🍎 on how they work together, the tools they use to manage bugs & crashes that impact 1/3 of players, and how they keep players in-app slicing fruit all day long! 🍉🍌 Let me know if you have any questions. You can register here

Job Opportunities

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

- **Lessonly** Customer Support Manager, Remote, US (@joannabrenneman)
- **Open Farm Pet** Sr Manager, CX, North America (@Mieka)
- **Focal Point** Customer Success Manager, Atlanta, US (@ErikBullen)
- **Handshake** Customer Support Specialist, Remote (@Matt)
- **Front** Technical Support Engineer, Remote (@Jason)
- **Hqo** Senior Manager of Customer Support, Boston, MA, US
- **Vero** Customer Support Specialist, Remote
- **Circle** Customer Support Specialist, Remote

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

Pic of the week



From #fuzzyfriends

Cat love all over our #x-fuzzyfriends channel 🐾❤️.

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
33177
United States of America

[UNSUBSCRIBE](#)