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

21-22 / Week in Review - Support Driven
1 message

Scott from Support Driven <scott@supportdriven.com>   Fri, Jun 4, 2021 at 10:37 AM
To: Stephanie <stephaniejadewong@gmail.com>

Kindness is free

Hi Stephanie,

Kindness is free.

In a world filled with so much hate, being kind can help us better understand each other.

While everyone has different values, beliefs, and point of views, having a kind heart and open mind can help you better empathize with customers, clients, and strangers around you.

I challenge you to choose kindness, whether it's an easy or difficult choice.
How do you know when to hire another member for your support team? 🤔 Check out the conversation here.

In this week's Origin Stories, we hear from Patricia Poblador, who had to make a quick decision of what industry to transition to after the pandemic brought cruise ships to a halt.

Let's chat again next week.

With kindness,
Stephanie

Featured Community Member

Ash is a a passionate advocate for the Human Support experience, and has been a member of the community for almost 6 years.

"Through Support Driven I have: mentored several people via their Aspire Program, helped newly-remote employees, both given and received advice in regards to best practices for leadership, and found excellent candidates for roles that I was hiring for."

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

Over at **Geckoboard** we're putting together a collection of snappy tips, advice and useful resources for CS teams who might be looking to shake things up, or think about things a little different that we're calling Unstuck. We know there's lots of insights and wisdom that gets lost in the Slack history of the Support Driven community and we hope this can be a valuable resource to retain some of that wisdom outside of Slack.

Please check out our work in progress ->
https://www.geckoboard.com/best-practice/unstuck-customer-service-playbook/ **and let us know what works well or not so well with it ->** https://bit.ly/3oLZWF6

Community Conversations

@NicoleCascella in #customer-experience:
"For those of you who have scaled a team before, **what was your first hire after you had all your agents?**
We currently have 7 specialists of varying levels, one team lead, and me (I do strategy, project management, and lead the people). My gut is that I'm going to need a knowledge manager to keep on top of our internal and member facing help centers, as well as our macros. This person could also serve as a trainer, should we need them to do so.
Does this sound reasonable? What am I missing? What did you do or wish you'd done differently?"

@petr in #chit-chat:
"**Best microphone/headset for recording voice?** For customer calls, FAQs etc. I don't want the keyboard to be heard as well as the weird echo of an empty room. Krisp.ai is not bad, but I want hardware solution."

@BoKo in #chit-chat:
"**Does your company have dedicated tools admins?** what department do they sit on? what are their titles?"

@Georgia in #knowledge-management:
"Hello!
I was wondering if anyone here had to revamp/create their tagging system for inbound support requests and what they found was the most helpful approach? I'm using Intercom and it's me & one other person (who is being phased out but will still hop in the odd time in the future). Hoping to create a scalable and approachable tagging system.

Right now my inbound ticket # is small enough, so i'm aiming for 100% of conversations to be tagged - Any resources, articles, podcasts, ebooks, or personal experience would be greatly appreciated!"

@Hilary in #leadership:
"**Has any one hired/managed a joint role in Support that spanned both QA and L&D?** What did the job description look like? How did the person split their time across both functions?"

@ctalbott in #leadership:
"**Curious to get y'alls thoughts on QA solutions.** We've not done QA, so right now we coach when problem tickets arise, so very reactive.

We've looked at QA tools, but primary concern is us, as a leadership team, having time to actually do the QA (long-term we'd like to do more peer QA, but team isn't there yet. We do have some team leads we are coaching up, but we are months away from that).

I've been looking at tools that do sentiment analysis, use AI, are there ways we can use automation to perform the lift for us in some ways. So far, the solutions are so new to the market they don't have the security we would require, or don't use the technology for the actual QA (just use it with reports or scheduling QA). Any tools or solutions here I'm missing? Ideas for lightweight solutions that don't include Google Spreadsheets?"

@ChrisJewitt in #u-intercom:
"Does anyone feel like Intercom makes you procrastinate more by being able to snooze conversations? I have some tricky situations I need to face up to which I keep snoozing (metaphor for my life) Has anyone had this problem and how did you combat it?"

@Tara in #support-games:
"Outside of the games we're supporting, **what's everyone playing these days?"**

What We're Reading

- Find out what your customers want - Finally!, by Freshworks

Bulletin Board

Freshworks
Freshworks analyzed 107 million support interactions and they found that speed is the most important factor to improve customer satisfaction. In their #CutTheWait playbook you'll find 5 steps to speedy customer service plus, key data about why customer service should be a focal point in your growth strategy. Download it here

Sorin
The best interactions with a Customer Service department are those that I can't even remember. They were so EASY to deal with. In this article I argue why making it easy for customers should be a common goal across Product, Marketing, Sales and Support. See here

Tada

We all know that support contributes to revenue. And, yet, it's often the least recognized department. That's simply wrong and needs to change. So we asked ten Support leaders how they make an impact at their companies. Then we pulled their stories into an ebook aptly titled "Voice of Support".

Many of these stories are from SupportDriven members such as @alexandria, @joncoon, @Siobhán, @Lilith, @cherylspriggs and @Charlotte Ward 🙌.

In this ebook, you will find: Insider stories from experts at companies like Stockpile and Invoice2go Templates you can use to make life as a Support leader easier Tips on dealing with everything from imposter syndrome to ticket tagging The tricks other Support leaders use to make sure business leaders pay attention to the Voice of the Customer. Download your free copy here

Job Opportunities

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

- **Ghost** Customer Support Representatives, Remote (@justin)
- **Yup** Cuystomer Success Manager, Remote (@JenniferChiang)
- **Front** Customer Support Representative, Remote, (@Jason)
- **DataCamp** Senior Manager of Customer Support, NYC (@Robert)
- **SingleStore** Support Engineers, See locations (@andrewgoetz)
- **PURE Insurance** Member Services Associate, Remote, US
- **Traction Tools** Client Support Specialist, Remote
- **PartnerHero** Customer Support Associate Remote

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

Pic of the week

From #silly

"Sheesh...where do they find these tech support guys? 🧊❄️"

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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