



Stephanie Jade Wong &lt;stephaniejadewong@gmail.com&gt;

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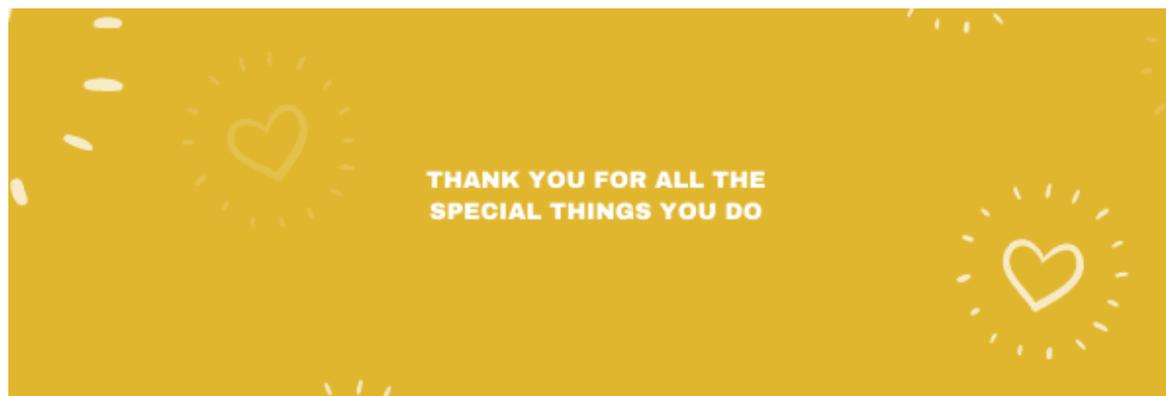
**21-29 / Week in Review - Support Driven**

1 message

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

Fri, Jul 23, 2021 at 10:04 AM



Hi Stephanie,

Happy Friday!

It's been wonderful writing these words that appear in your inbox every Friday morning for the past six months. You've gotten a glimpse of what I've been thinking in terms of customer service and customer experience. Your feedback and insights to our new newsletter format has helped me understand what it is you seek from these weekly editorials, and feedback is always key in developing and growth. While I've enjoyed this journey, my time writing this newsletter editorial has come to a close.

Customer service has been in my life for 10+ years, and I'm focusing on finding out how I can use what I've learned along with my writing and editing skills to take me on my next adventure.

To the Support Driven contributing writers and Peer Reviewers: Thank you for allowing me to read your writing and to work with you in getting your content published on our website.

To everyone who has been a part of putting this newsletter together: Génesis, your support meant the world. Patty, I appreciated your guidance. Nykki, thank you for giving me the

opportunity to do what I truly love. Scott, thank you for taking a chance on me and introducing me to this incredible community you've created.

Fear not, I'm passing the newsletter editorial torch to @JasonWarner. Please join me in giving him a warm welcome to the SD team! 🎉

Don't be a stranger! You can still find me in the SD community @StephanieJadeWong.

Thanks for listening.

Warm wishes,  
Stephanie



### Featured Community Member

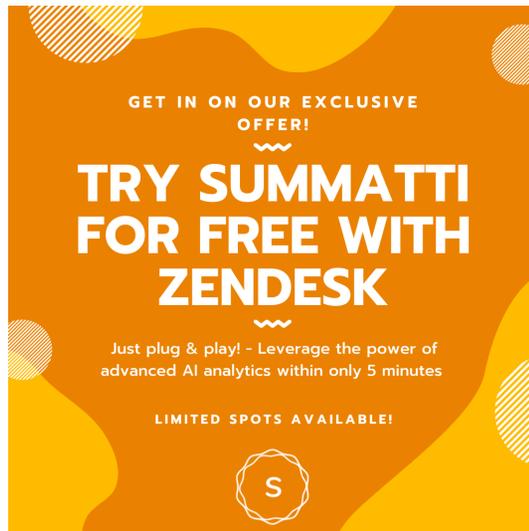
Ethan is a Technical Support Manager at Opentrons Labworks Inc. , and has been a member of the community for 1 year and 7 months.

“(Support Driven) It is an amazing resource to learn about CX from industry professional and grow your career. ”

*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.*

### Summatti has very good news!

Since many folks are interested in how AI helps auto quality control / CX, but don't know where to start, they are offering 10 seats for anyone in the SD



community to pre-register for the free version of Summatti for Zendesk.  
Pre-registration [here](#).

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### Community Conversations

@Scott - Community Guide, Support Driven in #career-development:  
"Hi all, we're thinking about **what to call the next salary survey**. Should we call it the Compensation, Development, and Growth Survey to reflect the scope of the questions we're asking? Or stick to Salary Survey? Or do you have an idea for a name? "

@Ben Robertson in #u-zendesk:  
"**Does anybody have any resources to share on an approach to rolling out Community?** We are using Guide and I keep thinking about setting up Community, but am curious to read about other's experience and what it helped them accomplish."

@Tanya Maslach in #data-reports:  
"Hi everyone, I'm curious **what customer success management applications you use (for measuring customer health) and / or if your company built its own...** Would appreciate hearing the tool, most important reason you use it, or if you had to choose another one that you used at another company, why that one? Thank you! "

@Ivana Milkovic in #customer-experience:  
"Hi everyone, I am currently creating a video series for our customers and

was wondering **if you know any easy-to-use but powerful video editing tool?**"

@Roxanne in #chit-chat :

"**Looking for a CSAT survey solution**, if anyone has dived into this recently! My company is currently using SF Service Cloud but setting up the internal survey feature is a huge barrier to entry for us. It's looking more and more like I'll have to advocate for a paid tool of some kind, so I'd like to know what other people use -- or which ones to avoid :)"

@Ailyn in #leadership:

"👋 My company is planning an all company retreat that spans a full week M-F. I want my support & success team to have the same time off and excitement as the rest of the company but at a loss as to **how to handle inbound for this week and not destroy our metrics. What have other managers done?**"

@Hayley-Chanel Johnson in #career-development:

"💡 To those who have built out a CS Organization, or geek out over roles / responsibilities: We're at a stage in our growth where we are beginning to implement Senior roles and I foresee a not-so-far-away need for new roles that cover all of the overspill folks have been handling outside of their JD when we were still small. **I'm struggling with common roles in CS that are handy and necessary to the organization, but are not Support Associate or CSM. Would love to hear your thoughts and brainstorm ideas ⚡ (and completely recognize needs will differ depending on the business).**"

@Mark Sullivan in #operations:

"Hey all! I am hoping this is the correct channel for this 👍. I am currently exploring new deflection tools for our support team, and I would love some input from anyone with experience in this area! We are currently using Answer Bot from Zendesk, and we're not loving the experience this offers our customers, and we're also not having great success with it..."

- **Do you have any deflection tools you are currently using/have used in the past that you've found success with?**

Overall we are wanting to avoid poor experiences for our customers (the old "I know I am talking with a robot and not getting anywhere" experience), but also increase our deflection scores. Our leadership team is pushing for a tool geared more towards machine learning and AI possibilities. Thanks in advance for any suggestions offered!"

@Danielle Curtis in #leadership:

"Hey, y'all! My team is fully remote and we're about to onboard 4 new people. I'm always on the hunt for ways to make sure folks feel really included in the team when they join and after the really training-heavy first weeks. **If you've onboarded folks remotely, what are some of your go-to ways for helping folks feel connected to your remote team?**"

## Bulletin Board

**@Ben Goodey**

Just released a new interview! It's with Lauren Cunningham (Senior Support Ops & Strategy Lead) from Loom. Loom scaled to 10 million users in the last couple of years—more than 10X growth. And during that time, as contacts grew dramatically, they reduced contact rate from 4% to 1%. In this episode, we look at all the techniques and technologies they used to build a lean support team that ALSO delivers exceptional customer service. Hope you love the interview as much as I did!

Watch or See here.

**@Tadas**

There is a lot of talk about metrics, analytics and generally tracking things, but I think what ultimately what matters the most is taking ACTION and driving positive change for customers. I've recently interviewed the VP Customer Care Jeff Lair at Stockpile to learn how they use customer feedback from Intercom, Trustpilot and App Store to spot customer issues and drive changes in their product. Hope you enjoy their story

## Job Opportunities

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

- **SupportNinja Client Services Manager, Remote (@Anne)**

- **Articulate** Sales Engineer, Remote (@Justin)
- **Brio** Customer Support Specialist, Remote, (@Brittany)
- **Berklee Online** Support Engineer, Remote (@Gabriel)
- **Stilt** Operations, Remote (@Yves)
- **AppFollow** Customer Support Team leader, Remote, (@Vera)
- **The Loyalist** Senior Customer Service Manager, Remote
- **Ethena** Customer Support Associate Remote

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

### Pic of the week



From #x-fuzzyfriends

Shared from @johnathan in 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.

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