SportLoMo support process update

Revision 1.1   September 2021

sportlomo
sports manager

SportLoMo Ltd.

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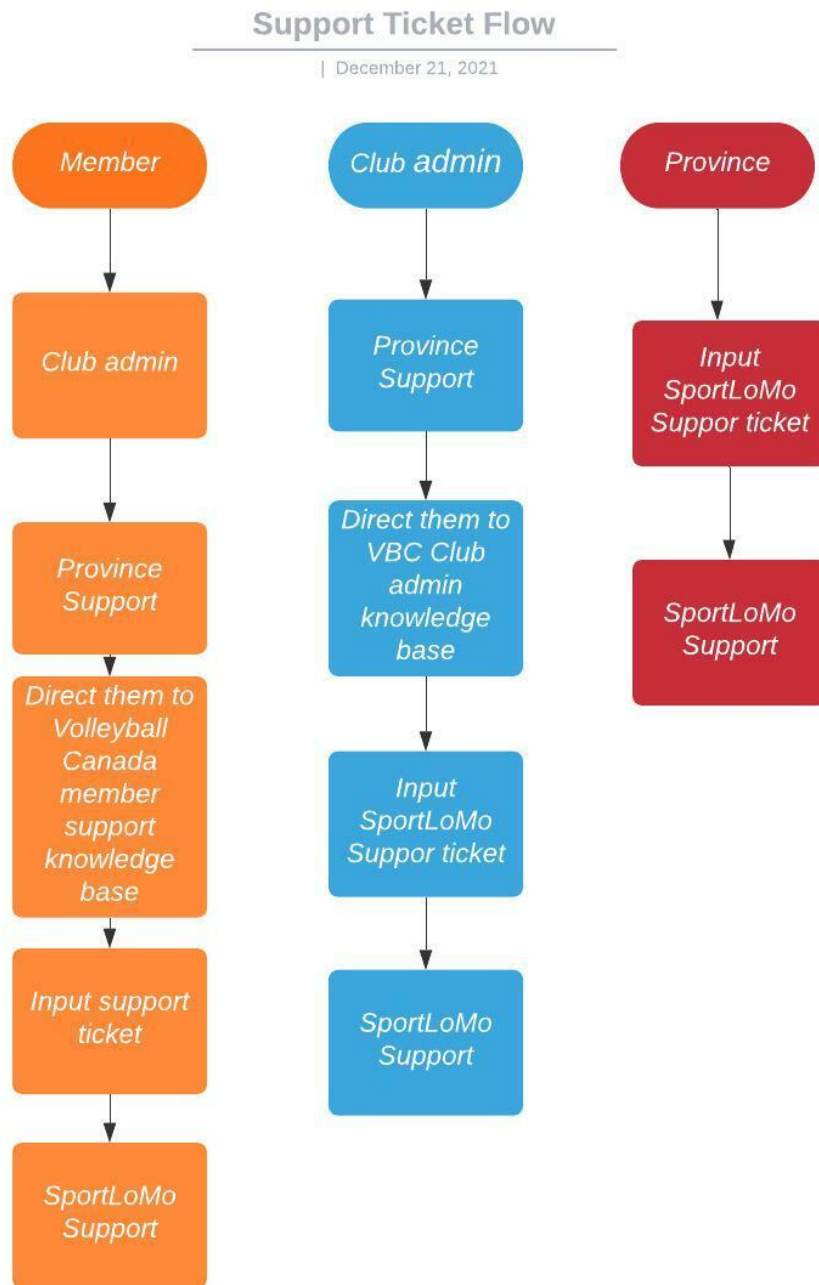
info@sportlomo.com

Overview

- SportloMo is planning on updating their customer support ticketing system and flow.
- The email support@sportlomo.com will be discontinued and tickets will now be logged through [SportLoMo Member Support](#) or [SportLoMo Club support](#)
- At the moment we are running two support systems (Zendesk and Jira service desk). It will be more streamlined when we are only running the one.

Why?

- The move is being made to improve customer support and reduce tickets. In the new flow many frequently asked questions will be answered through a self service system.
- At the moment when support requests are submitted through the support email, oftentimes the information we need to solve a query efficiently is not included. By directing members/club admins through the above ticketing platform we have structured the ticket forms to include the vital information we need to solve the issue in a timely manner.
- The new ticketing service (Jira service desk) will avoid long email threads where the initial problem is lost or difficult to find.
- Improved dashboards/visibility internally on SportLoMo side. This will make it far easier to not miss a ticket as we can set up filters appropriately. This in turn will help our support efforts and improve customer support.
- Improved automation rules. This means tickets can be assigned out or overseen by the appropriate account managers. Giving greater responsibility and accountability to have your tickets answered in a timely manner.
- Improved internal reporting to help guide our efforts in reducing support queries.

Proposed Ticket Support Flow

Support Ticket Flow

| December 21, 2021

Member → Club admin → Province Support → Direct them to Volleyball Canada member support knowledge base → Input support ticket → SportLoMo Support

Club admin → Province Support → Direct them to VBC Club admin knowledge base → Input SportLoMo Suppor ticket → SportLoMo Support

Province → Input SportLoMo Suppor ticket → SportLoMo Support

Member

- It is still recommended the member contacts the club admin first before submitting a ticket. They may be able to assist the member to begin with.
- If the Club admin needs support they can contact their province. As you are aware many of the provinces are quite strong on the software and can solve their queries before it becomes a ticket. This will expedite the process.
- If the above fails please direct the member to [SportLoMo Member Support](#) and they can submit a ticket via the link under **"need more help?"**

Club admin

- It is still recommended the club admin contacts their province first before submitting a ticket. They may be able to direct the club admin to appropriate resources or resolve the issue before it becomes a ticket. This will expedite the process.
- If the answer is not readily available please direct them to [SportLoMo Club support](#) and they can submit a ticket via the link under **"need more help?"**
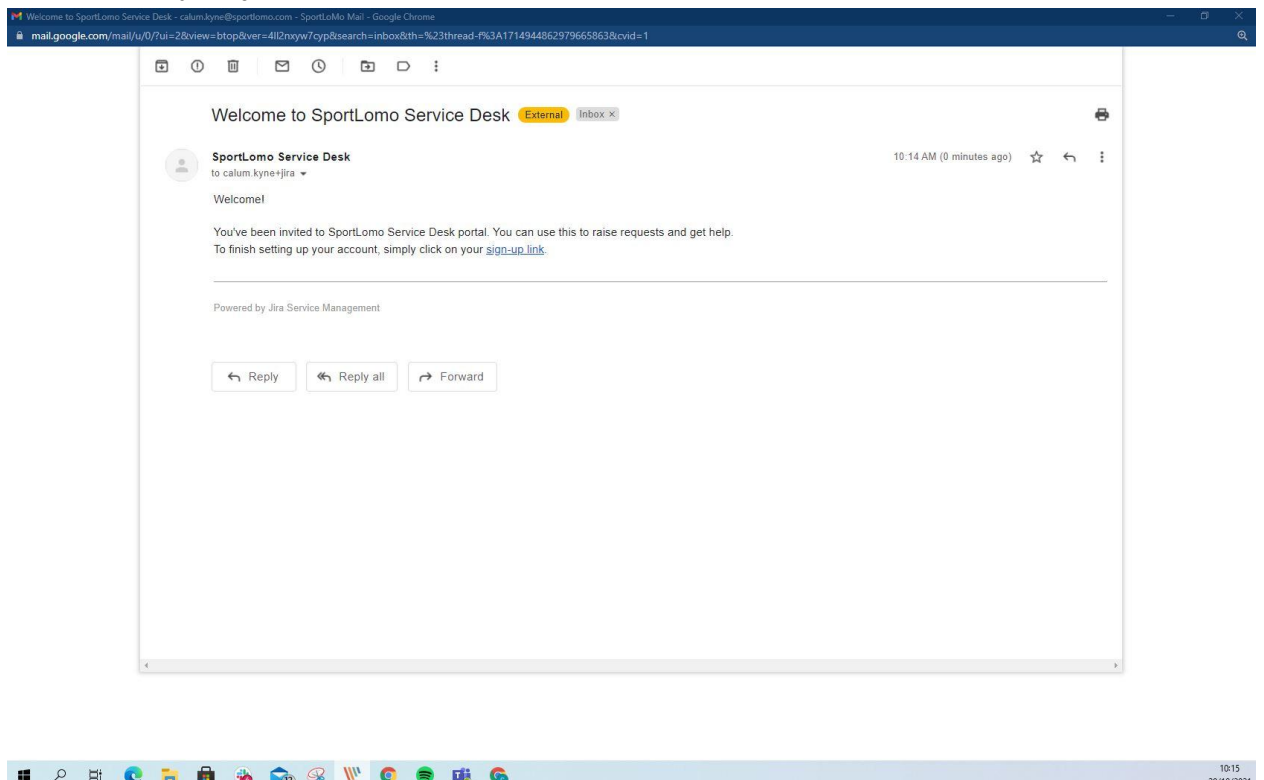
Provinces

- Provinces can input tickets straight at the ticketing service - [SportLoMo Support](#)

Province setup

Provinces will be asked to join an organisation. This will require them to accept an invite they will receive in their emails. This is required to allow us to provide better service to our provinces. It allows us to set up automation rules and notifications for province queries. It will also allow provinces to easily share tickets with their organisation if they feel necessary.

Steps to complete:
- Provinces will be invited to join an organisation e.g Alberta. This will require you to set a password for your jira service desk account.

- Once you sign up, the software will recognise the organisation your email has been added to. This will allow you to easily share with your organisation. I would recommend not sharing every ticket with your organisation unless they all need to be made aware.

- It is possible to share a ticket at a later stage with another email address. Simply return to the ticket (via the confirmation email or login at the links above) and on the ticket click the share with option and input email address.
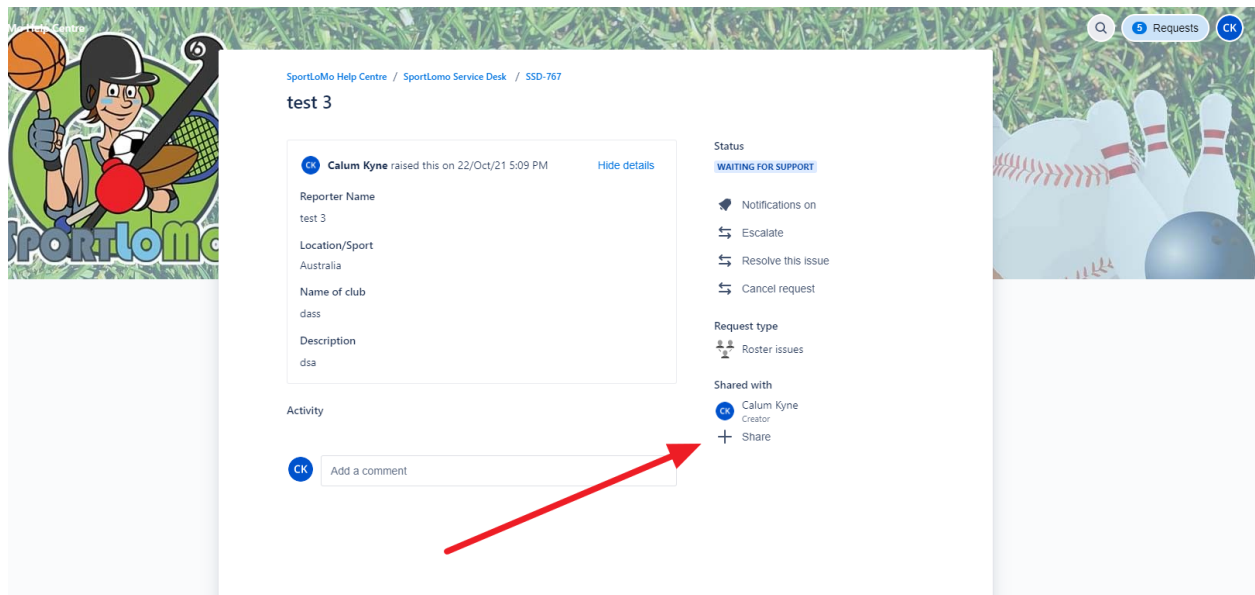
- This will send them the ticket via email. They can open the "view request" then be brought into the ticket. Here you can leave comments in the comment section if needed.