

## SE Help Information and Support

Jen and Daniel are now having a standing meeting with SE Customer Service representatives to address some of the concerns with SE Help and Customer Service. Items that we would like to communicate:

- For faster response time, please use the blue SE Help button located within the MMS, do not send an email. The live chats are prioritized and will get a response if sent before 7pm CT whereas sometimes the emails (depending on chat volume) may go overnight before being addressed.
  - This is because of the assumption that someone using the live chat is at their computer and needs immediate help.
  - Please note that emails are also routed differently, depending on who they come from. An email from a region goes to a different place than a parent, so that is why sometimes the “region team” isn’t familiar with an issue from a parent who emailed directly.
  - All chat inquiries are logged in the system, so managers can see responses as well as resolutions, and the development team also has access to this. While sending an email may be the more natural response, we request that you “keep it within the system” so that resolution and metrics can be kept.
- Please DO NOT re-open an old chat session to ask a new question or for new help. Metrics are tracked on those chats, and if you ask the same question 10 times on the same chat, that only counts once for resolution time and also issue categorization. Please start a new chat every time you have a new need. This will also provide more opportunities for rating of the customer support team, as anything beyond the first time does not push out a survey, because that issue is technically resolved.
  - Re-opening of old chats may also cause delays in response time, because the SE staff member may not be working that day. SE Help representatives work weekend shifts, therefore they may have off during the week. Starting a new chat ensures that you will be working with someone who is actually working.
- SE is working on having their team issue status reminders if a chat issue is not closed. Sometimes the support team has to go to product development for information, but they’re working on that communication so that customers are aware that they have not been forgotten.
- We have been told that sometimes the SE Help response of “here’s the help article to help you do that” is not actually helpful. We communicated this to our SE partners, and they acknowledged this scenario, and will be looking to add additional communication after that to make sure the help was actually helpful and the issue was resolved, or if more intervention is needed.
- If the customer service representative that you are working with on chat is not helpful and you would like to escalate, please ask them for a manager. This will alert the manager on duty to assist.
- More information will be forthcoming, but these were the initial ones that we wanted to get out to everyone.

