

Customer Success written assessment

At Gearset, we take pride in delighting our users at every turn. Whether they've got technical questions about the app, want help adopting our software, or just want to bounce ideas off the wall, we'll do our best to help them out.

As part of the customer success team, responding to customer queries will be a key part of your role. As the next stage of your application, we'd like you to draft a reply to an email from a customer which has arrived in our team inbox.

Below the email are some notes that will provide the technical information you'll need to answer their questions.

Hi Gearset team,

I've been evaluating your product for the past few weeks for my team of Salesforce admins. Although it's mostly going well (we've already made huge leaps in speeding up our deployments!), I'm struggling with a few areas and could do with some help:

- *Can Gearset integrate with our GitHub repository? How would we do this?*
- *Do you have any guides on how we can best work with version control? The team could do with some direction to help us understand best practices.*
- *What's the best way for me to contact your team if I have any further questions?*

I also wanted to suggest a product improvement: we would love to be able to open a pull request in our version control system after we've run a deployment. Is that something you would consider adding to Gearset?

*Thanks,
Jane Doe*

Notes:

- We take a friendly, approachable tone with our customers. We like to create clear, well-written content that supports our brand position as experts in Salesforce DevOps. We don't have a public tone guide just yet, so you may wish to read Monzo's guide (<https://monzo.com/tone-of-voice/>) to help frame your reply.
- We have public technical support documents which may answer the customer's questions:
 - <https://docs.gearset.com/feature-guides/version-control/managing-source-control-connections-in-gearset>

- <https://docs.gearset.com/salesforce-devops>
- <https://docs.gearset.com/getting-started-with-gearset/getting-started-with-gearset/contacting-gearset-support>
- We're always receptive to product feedback - it's one of the ways we continually improve the app - and encourage users to discuss their ideas and add them to our feedback forum (<https://feedback.gearset.com>).