

# Support Tracking Conversation Guide, July 2020

## Moderator logistics

*Moderator: follow the conversation guide below*

*Notetaker: take notes in the [Mural doc](#)*

*Existing processes: #vfs-platform-support, Github, [Spreadsheet tracker](#)*

## Introduction

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Thanks for joining us today! My name is Andrea from the VSP Service Design team. I'm working with [VSP team] on gathering feedback on VFS support tracking and how we measure that. I also have some colleagues on the line observing and taking notes. Your feedback will be helpful as we work to improve the process.

### **Before we start, a few things I want to mention:**

- This entire session should take about 30 minutes. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
- In this session, we want to hear your honest opinions. We are not testing your ability. We just want to improve the tools and resources that the Platform provides. I will not be offended by any opinions you express, and I welcome your feedback.
- If for any reason and at any time you want to stop the session, please let me know.
- Are you comfortable if I record my screen and audio as we talk today?

*Start recording.*

# Framing and background

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We're going to ask you a series of questions related to requests you get for product support and customer ticket tracking but if you have feedback outside of these questions, please jump in and share it.

## Introduction/Overview

- 1. Tell me a little bit about your role and your team.**
  - a. How long have you been on this team?
    - i. New (< 6 months)
    - ii. Somewhat experienced (6 months - 2 years)
    - iii. Experienced (> 2 years)
- 2. What projects are you working on?**

## Support tracking

- 3. What has been your experience around support requests or tracking?**
  - a. Can you describe the workflow you have for customer support?
    - i. What tooling or process is already in place?
    - ii. What support channels do you typically find requests in? (Slack, Github, etc)
      1. Do you use the tracking spreadsheet?
        - a. What works well with this
        - b. What can be approved; categories or other items worth tracking
      2. Are you active in the platform support channel?
        - a. What works well with this
        - b. What can be approved
    - iii. Can you describe the type of requests you usually receive?
      1. Are most of the requests you handle or observe coming from VFS teams or are they also mixed with VSP (internal)?
      2. Describe the level of effort needed to resolve requests
      3. How do you determine the priority on a request?

- a. How do you know when a request is resolved?
- 4. Do they tend to be more of the ticket nature or more in the area of feedback or reviews
- iv. Do you find directing others to documentation resolves most issues?
  - 1. Are requests usually around the same areas or topics?
    - a. What are a few that you see often
    - b. Are there gaps in the support process that documentation isn't covering, could it?
- 4. Are there any other thoughts you'd like to share about support tracking?
  - a. Is there anyone else you think we should talk to about this?
  - b. Before we wrap up, do you have any questions for me?

## Closing

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We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the process together. Great, well thank you so much again, and enjoy the rest of your day!