

The State of web3 Support Today

Stilyan Mitrev
PM, Consensys





How support works in web3 today?



INTERCOM



zendesk



>> AwesomeQA



Many available options



47.26%

**based on MetaMask support tickets in VillageDAO (last 16 months)*

Tx data can be daunting
especially for newish users

Send Erc 20 
Jul 1, 2024 at 10:15 pm

from (You)

 0x0... (0x000...1c97) 

To (You)

 0x8... (0x8b0...04e8) 

Transaction ID

0xb9f2...cc8580 

Transaction Fee 

0.000 ETH

Sent

 **-4.692**
DMT

Transaction Details

Blockchain

 Arbitrum

Status

 Success


Timestamp

4 months ago (Jul 1, 2024 at 10:15 pm)

Block Number

 227733951 

Block Hash

 0x1799...61d5d1

Value

0 ETH

Method Id

 0xa9059cbb

Transaction Index

Gas Price

10000000

Gas Used

105901

Nonce

35

Takeaways

**≈50% chance
it's about a
tx**

**Think of
the user**

**Account
data
can help**

Thank you!

Say hi [@fungibletaco](#)

