

Support Agent Summary

A user seeks a Support Agent's advice expecting detailed responses that take too long to find somewhere else and are difficult to search for. Current Support Agents/ Mediators in Bisq tend to do this really well. They provide friendly, personalised responses which has the user feeling comfortable enough to keep the conversation going on a public chat, the user leaves the chat more knowledgeable and guided in the right direction with the confidence to continue their search independently.

Social Protocol- The Support Agent's Role and Responsibilities Provide Support in channel Provide Support during trade chats Provide Advice Offer guidance Help to correct trading mistakes Report misconduct Issue penalties where necessary Remove or flag feedback and comments mentioning names General help

It should be made clear to both trading parties that the Support Agent position is limited to an advisory role and the Support Agent is in no way responsible for the outcome of the trade.

Reputable traders would typically be trusted expert users. This type of profile may have the ability to help traders during the trade chat if the issue is something that is easily rectified without the intervention of a Support Agent.

Common Issues/ Mistakes Transferring the incorrect amount Entering the wrong name during payment Misunderstanding the trading process

Support Agent User Journey

This has been created from a usability perspective however, the user journey is open to adjustment.

View a recent update to the user flow- Support Process

Scenario: A new trader requires advice on payment details while engaging in a trading chat with a reputable trader and signals the Support Agent for help.

Summary in text version Trader: click support button > enter brief issue description > Sends invite to Support Agent

Support Agent: Support Agent bonding Process > Support Agent receives notification > opens and reviews issue > accepts invite > Support Agent enters chat > Support Agent initiates private chat with each party > Support Agent concludes advice on group chat > stay in chat? > no > Support Agent leaves the chat > trade complete > Trader leaves feedback.

Stay in chat > yes > support stays till trade ends > trade complete > trader leaves feedback

Key User Touchpoints

Support button Help is often located on the bottom right side of the UI. The support button should be placed on the right and contrast from the rest of the page.

Invite An invite window can be displayed highlighting the Support Agent's responsibilities along with a disclaimer.

NT enters brief issue description The Support Agent will be aware of the issue before entering the chat, this could potentially save time on having to scroll through the conversation history and ensures the Support Agent is better prepared in solving the issue as quickly and efficiently as possible.

Support Agent initiates chat Currently on Bisq 1, the user cannot see the other trader's conversation with the Mediator, which encourages a level of confidentiality. The Support Agent will have the option to speak to traders individually which could potentially be preferable, this is to better manage both parties.

The issue description could be displayed in the 1-on-1 private chat between the Support Agent and the NT, to save time in the NT having to detail the issue again, otherwise they may be required to repeat themselves which could potentially cause frustration.

Perhaps the Support Agent only posts the conclusion on the group chat if necessary.

Stay in Chat option The Support Agent has the option to stay or leave the chat once the issue has been resolved.

The Support agent asks if either party would like him to stay in chat once the issue is settled. This decision could perhaps be left to the NT as they initiated the support.

If the Support Agent is still in the chat, they should be the last to leave in case there are any further questions from either trader.

Leaving feedback As mentioned in this discussion, there may be privacy considerations regarding feedback. If text-based feedback is included in this protocol, rules are required to be displayed on the UI

Example of Feedback rules Always mention a trader by username only Do not divulge any confidential information such as payment details, bank details etc. Do not quote or reference real identity in or out of the chat

Should there be a support Agent feedback rating system? It's good for customer feedback, helps with user research and improvements. Maybe the star rating system @alkum mentioned would be best for this.

UX Considerations

Notifications A Notification is received by the support agent once a trader sends an invite A Notification when the Support Agent has joined the chat A Notification when the Support Agent has left the chat Display 'Agent is typing' when support agent is typing in chat

Notifications alerts the user of the Support Agent's presence and avoid delays, ensuring the trader is seen to as soon as possible rather than enduring a long waiting period.

Time Stamps Time stamps act as a reference for when the Support Agent, NT, RT require to use the chat log as a reminder of specific points during the resolution process.

Text The Support Agent text or background should be in a different colour then that of the other traders in the chat.

Documentation upload Like Bisq 1, provide the user the option to upload documentation. The trader may be required to send proof of documents, the Support Agent can only confirm on the group chat that it has been viewed but cannot determine the outcome of the trade.

Specify Support Agent availability It is important to make clear to the user the hours of when the support agent is available to help. It may not be possible for the agent to be available at all times, however, the trader will assume the agent is online if not told otherwise.

A Persistent session If Bisq 2 does shut down unexpectedly users should be able to reopen the app and proceed from where they left off without a noticeable interruption.

Of course, I have not considered if this user journey is technically applicable so feedback is welcome.