JULY 1ST FEEDBACK

Wins:

- **Authentication and Verification**: following the correct steps to full authenticate merchants
- **Supporting solutions with steps, screenshots, resources etc**: taking the time to guide merchants through solutions
- **Reassuring language**: positive and reassuring statements to help merchant's feel supported

Opportunities:

- **Workflow**: set up text expanders for common phrases, remember to juggle your chats, whenever you send a resource to a merchant copy it to your notes directly
- **Acknowledge, Align & Assure**: try using more collaborative language

JULY 10TH FEEDBACK

Wins:

- **Acknowledge, Align & Assure**: steps being followed to acknowledge the problems and feelings of merchants before jumping into solutions
- **Notes & Wrap Up**: Huge improvement with wrap-up times (Previous average of 5 minutes, now less than 1 minute).

Opportunities:

- **Workflow**: remember to add resource in as you go, try acknowledging, aligning and assuring all in one cohesive reply instead of separate messages. Find a system that will help manage multiple customers and tabs (ie Chrome beta feature)

JULY 24TH FEEDBACK

Wins:

- **Workflow**: much better control over interactions and leading to better chat handle and wrap-up times.
- **Collaborative Language**: using inclusive language shows we are working together as a team
- **Context Gathering**: asking questions that clarify the problem and narrow down the solution

Opportunities:

- **Text Expanders**: adding more to save time
- **Alternative Positioning**: avoid using negative words or "no" so that merchants focus on what we **can** do for them
- **Transitional Statements**: adding more to help the flow of conversation. Ex. "Thanks for sharing that information.."

AUGUST 4TH FEEDBACK

Wins:

- **Workflow & Notes**
- **Acknowledge, Align & Assure**
- **Context Gathering**

Opportunities:

- **Build Rapport**: add small talk to build a connection
- **Tailor the Solution**: add more detail in solutions