Contents

% Better Together Community Engine Guide % Auto-generated (support_staff) % \today

Overview

This PDF bundles the primary Community Engine documentation for support_staff. Source of truth remains the repository markdown; diagrams should be re-rendered before export.

Support Staff Guide

Documentation for team members who help users with platform issues, onboarding, and general assistance.

User Assistance

- User Onboarding - Helping new users get started
- User Guide - Common tasks and platform overview
- Help Banners - In-app help system

Procedures and Escalation

- Escalation Procedures - When and how to escalate issues

Understanding the Platform

Support staff should understand Better Together's cooperative principles to help users engage effectively with the democratic governance model and community-led features.