📖 Support Handbook

**Embotic Support Team Handbook**

## Welcome!

Greetings and welcome to the Embotic Support Team! We have great hosting capability and a great support team, which is essential for our service! This handbook will document everything you need to know to be an effective support representative for Embotic. I recommend reading this document as **there will be a quiz to complete at the end** to prove you’ve completed all our guidelines. Once you pass the quiz, you will leave the Trial Stage of your support career with us at Embotic.

If you need to clarify something later on, please use the Page of Contents tab on the left of your screen to jump to the section you need clarification on instantly.

## Ticket Guidelines

This is the most important information you’ll need, as it is your primary job of being a support (duh). Please read the following information carefully, as we can and will discipline you if we see you not following the guidelines.

### When a ticket is created

When a ticket is created and the client asks for assistance, claim the ticket if you believe you are capable of handling the issue. For example, if a client asks for assistance that has a correlation to Python and you’re familiar with it, you should claim the ticket and assist the client (if someone else hasn’t done so already). Once you’ve claimed the ticket, stay professional. Once you have a good idea of the issue, you may rename the channel by using */rename*.

### Renaming tickets

We have a set system for naming your tickets based on the priority and skills needed. Please follow the guidelines below on how to rename your tickets:

#### Ticket Naming Scheme

*(Priority)・(Issue)*

#### Priority

🟢 - Low Priority Ticket

🟡 - Medium Priority Ticket

🔴 - High Priority Ticket

❗ - HR/Management Required Ticket

#### Issue

I recommend adding the issue the client is having to the name of the ticket to easily distinguish what the issue is before you assist them. For example, if the client wants to claim the prize of a recent giveaway, I would set the issue to ***giveaway-claim***.

#### Examples of ticket names

* **❗・node-egg**: This is an issue that someone with administrator access needs to resolve.
* **🟡・minecraft-error**: Not all support representatives know how to fix game issues like Minecraft, so set the priority to this and wait until someone who does know comes to help.
* 🟢**・file-upload**: Everyone should know how to resolve this issue.

### Professionalism

As I said, please be professional when you’re dealing with tickets. You’re the first person a client may meet when requesting support. Don’t go overboard with your professionalism as well.

### Common Tickets

* ***Manual Email Verification***: **High Priority**, get a System Administrator+ to deal with this.
* ***Eggs***: **High Priority**, eggs are preset game versions and software versions.
* ***Discord Rate Limit***: **Low Priority**, we can’t do anything about it.
* ***Programming Issue***: **Medium Priority**, someone with programming knowledge should help.
* ***Partnerships***: **Medium Priority**, get someone from our Marketing Team to help.

## General Guidelines

### Code of Conduct

I’ll be very disappointed if I have to explain our Code of Conduct to you. Follow the rules, and be respectful to everyone, simple.

### Activity & LOAs

While we don’t expect you to be online every waking minute of the day, *at least* check Discord once every two hours or so for ticket pings and announcements. I recommend leaving a Discord tab pinned and unmuted, and not disabling ping notifications (you can mute the channel if you need to) so that the Tickets bot will ping you when a new ticket opens.

If you need to go on LOA for any reason, fine by us. Just make sure you tell the **Head of Support** or **Assistant Head of Support** and we’ll make a note in the database.

### Strikes

If you are unprofessional or rude, a strike will be given to you. However, if you are inactive for too long without letting us know, you’ll receive what’s called an Inactivity Strike, which is different to a normal strike.

## Staff Database

[***Embotic Staff Database***](https://docs.google.com/spreadsheets/d/17tNVDiv_-_lGBh7Uz4PKVWq4LGWWqQFOGq-XBKV8Z1U/edit?usp=sharing)

Please request someone with edit access to update your information in the database if needed. Also, please refer to this to find out each staff member’s timezone and email address.

### Emails

All support representatives who are not in their Trial Stage have access to request their very own Embotic email. HR Staff will read that request, and then set up your account. Once that’s done, they’ll DM you with a link to log in along with a username and a temporary password.

#### Trial & Senior Support Members

Trial Support Members are those who are new to the Support team and have yet to complete our handbook quiz. Once they pass, providing they have also completed at least two weeks of being Trial Support, they’ll be ranked to Support. Please DM the HoSU to complete this quiz.

Senior Support Members are support members who are trustworthy in their knowledge and skills and may be considered for higher-level ranks.