

## 14. Support & operations

### 1. Knowledge Base & Chat Widgets

- Implement **self-service knowledge bases** with categorized FAQs and step-by-step guides.
- Integrate **AI-powered chatbots** for quick responses and automated troubleshooting.
- Provide **multilingual support** for a diverse user base.

### 2. Support Tools

- Use one centralized **ticketing systems** (e.g., Zendesk) to track and resolve user issues with multiple brandings
- Offer **multi-channel support** (email, whatsapp, live chat, messenger...?) to cater to different user preferences.
- Be able to alert clubs on certain system plans and federations about
  - Urgent emergency's
  - Release notes
  - Actions to take care of (renew license mobile app)

### 3. Employee Start/Stop Management

- Streamline **onboarding workflows** with automated user role assignments.
- Automate **access removal** upon employee departure to maintain security.
- Question: is every employee able to see all the data, or should we request access from a club to manage their club data?

### 4. Process Documentation for End Users (Helpdesk)

- Maintain **clear, step-by-step process guides** for troubleshooting common issues.
- Implement **interactive tutorials** and walkthroughs to enhance user understanding.
- Ensure **regular updates** to documentation reflecting system upgrades or policy changes.
- Automatic updated help items based on new functionalities