

Key Statistics:

Median First Response Time: 9 minutes

Chat Volume: 1660 chats

User Satisfaction: 94% CSAT score

Total Article Views: 28750 views

Most Addressed Cases: Withdrawal & Deposits, Front End & UI/UX, Trading and API.

Hello dYdX community! I'm Arevig from the ACX International Team, dedicated on supporting dYdX chain users. As we reflect on the third quarter of 2024, we're excited to present our user progress report, highlighting the key improvements we've achieved in providing support and enhancing the user experience.

Major Accomplishments and Enhancements:

Launch of Discord User Support and Moderation by ACX International:

The ACX team has successfully rolled out user support and moderation on Discord, creating an efficient communication channel between dYdX and its community. This initiative enables real-time assistance and fosters open discussions, while moderation efforts ensure a positive and secure environment for all users.

Continuous Trainings:

Compliance Tools for Banned Accounts:

As part of our ongoing effort to improve internal processes and reduce dependencies, the team introduced comprehensive training on handling banned accounts.

This initiative has significantly minimized reliance on Tier 2 support and escalations, enabling the team to resolve issues with greater autonomy and efficiency. ensuring faster resolution times and enhanced user satisfaction.

Transactions Analyzing:

Continuously monitoring transactions on the decentralized network to ensure they are processed correctly and efficiently. This includes tracking transaction statuses, identifying delays, and ensuring compliance with network protocols by communicating with users to gather information and providing guidance on how to rectify cases. Collaborating with other team members, such as developers/Engineers and security analysts, to enhance the transaction processing system and address any technical challenge.

Streamlining Support for the dYdX Unlimited Launch:

In preparation for the upcoming launch of dYdX Unlimited, we have focused on ensuring our support infrastructure is ready. This includes enhancing the Bot's knowledge base, updating documentation, and refining internal processes to ensure a smooth user experience. The team has worked diligently to anticipate potential challenges and has aligned resources to manage inquiries and feedback related to the new release. This proactive approach positions us to handle the new version with minimal disruptions and optimal user satisfaction.

Publication of FAQs in the Help Center (HC):

Our Help Center continues to evolve, with regularly updated FAQs that address users' most pressing concerns. Recent additions include guidelines on the V5 FAQ was added. By making these resources easily accessible, we aim to empower users to find the answers they need independently.

Continuous Initiatives and Future Strategies:

Bot Enhancements and Continues Content Improvement:

While we've initiated improvements to the Bot by adding new content and enhancing its ability to navigate users to accurate information, further updates are planned. In the coming months, we will continue to expand the bot's knowledge base and monitor its performance closely. Our goal is to ensure it consistently provides complete and correct responses, ultimately improving the user experience and reducing the volume of direct support requests.

Strengthening Connections with the dYdX Community on Discord:

While we've begun engaging with the dYdX community to build stronger connections and gain their trust, future efforts will focus on deepening these relationships. By fostering transparency and proactive interactions, we aim to become a trusted Moderators for the dYdX community, ensuring that users feel heard and valued.

Continues Trainings Focus on API Topics and Technical Expertise Development:

As we look ahead, the ongoing training programs will place greater emphasis on API-related issues and technical requests. While initial sessions have already started, we plan to expand these efforts, equipping our team with advanced knowledge to handle increasingly complex inquiries. This proactive approach will reduce escalations and improve our response times for technical support cases.

Ongoing Maintenance and Future Enhancements of Help Center Articles:

We've updated several key Help Center articles, ensuring they reflect current processes and common user inquiries. Moving forward, more articles will be refreshed/created with a focus on keeping the content concise, relevant, and aligned with user needs. The continuous review process will allow us to adapt our resources as new features and changes are introduced.

Conclusion:

In conclusion, our recent efforts have marked significant progress in improving user support, streamlining processes, and fostering a stronger relationship with the dYdX community. The launch of Discord support, enhanced training programs, and continuous optimization of our resources have positioned us well to support the ongoing growth and evolving needs.

If you have any questions or suggestions, feel free to reach out to our User Support team.

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