

Key Statistics:

First Contact Resolution Rate: 74%

Median First Response Time: 8 minutes

Chat Volume: 1407 chats

User Satisfaction: 93% CSAT score

Total Article Views: 23000 views

Most Addressed Cases: Deposit delays, Protocol Version Mismatch, Wallet Connection error.

Introduction:

Greetings to the dYdX community! I am Arevig, a member of the ACX International Team, dedicated to providing user support for dYdX chain users. As we look back on the second quarter of 2024, we are thrilled to share our user progress report, showcasing the significant advancements we have made in delivering support and user experience.

Major Accomplishments and Enhancements:

User Support and Feedback Coordination for v5.0 Launch

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With the rollout of v5.0 and its new features, our User Support team actively engaged users, enhancing their knowledge base and expertise. Comprehensive feedback on user issues and requests was conscientiously gathered, users were pointed to submit feedback on the new feedback board, feature requests & error handling was actively communicated to the relevant teams to continuously improve user experience.

Training Workshops

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Detailed data collection from the previous quarter highlighted that most support cases involved deposits and withdrawals, including delays, errors, and process-related issues.

In response, comprehensive training sessions were conducted for the User Support agents, significantly reducing escalations and dependency on Tier 2 support.

These training programs covered tracking techniques for deposits and withdrawals to precisely identify and address Cross-Chain and Multi-Asset Support Solutions.

Seamless CRM Migration

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The User Support team maintained smooth operations during the CRM system migration. This process involved closing all open conversations for May, as well as transferring CRM automations, macros, and analytics. The team managed these tasks efficiently alongside daily operational responsibilities, ensuring a seamless transition with minimal disruption.

Enhanced Collaboration and Incident Management

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One key improvement from the previous quarter was establishing a faster and more efficient incident management process. We enhanced collaboration channels with third-party bridging partners to expedite reporting lines and address user pain points more efficiently. Internal process improvements, such as the software upgrade playbook, deployment notifications, and status page monitoring, are being implemented to enhance incident preparation.

Continuous Initiatives and Future Strategies:

Ongoing Training and Knowledge Expansion

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We are dedicated to ongoing training and expanding the scope of issues handled by our User Support team. Upcoming sessions will focus on new features and more technical matters that were previously escalated to Tier 2.

By equipping our team with advanced skills, we aim to enhance their problem-solving capabilities and overall User Support efficiency.

Regular Updates to FAQs

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To ensure our information remains relevant and helpful, we'll be regularly updating our FAQs based on an analysis of frequently handled cases.

By identifying common issues, the User Support team collaborates with the marketing team to keep FAQs current.

This proactive approach reduces the need for additional support interactions and significantly enhances the overall user experience. It reflects our commitment to providing timely and accurate assistance.

Optimizing the CRM Bot Workflow

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Following the implementation of a self-service tier zero support system featuring a new bot and workflows, the User Support team has been diligently tracking and monitoring the bot's performance.

They continuously will be adding new training material to the bot workflow and report any incorrect information shared by the bot.

This initiative will significantly reduce the volume of tickets, streamlining our support processes and improving user satisfaction.

Conclusion:

In summary, the second quarter of 2024 has witnessed substantial growth in user support initiatives at dYdX. The User Support team has prioritized upskilling to handle increasingly complex user issues with technical expertise. Moreover, the team's role has become pivotal as a support and feedback conduit, highlighting opportunities for improvement across various aspects of the dYdX product.

We appreciate your ongoing trust in dYdX. If you have any questions or feedback, please contact our User Support team.

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