

Summary

This proposal is for the on-chain funding of the Support Team for the period of Aug 22nd, 2022 to Nov 22nd, 2022

The goal of this Support Team is to be the first line of defense for users on the Secret Network, and to be present and active during every major NFT mint or dapp launch/upgrade to assist in a smooth process for users, 24/7 and all social channels of the ecosystem

Retrospective

The Good

Due to market conditions with a lowered number of users, the activity on the Secret Network has been slower while the support team has seen a lower than usual number of incoming tickets or support requests. The support team took that time to brainstorm and revamp the previous User Support system, seeking automation where it is possible.

Based on the historical ticket activity, the Support team aims at automating at least 60% of the support issues.

Zendesk is in an early working state right now. We are still working on adding some more guides/troubleshooting articles and tweaking the chatbot to better understand different user phrasing of issues. You can take a look and fool around with it now <https://secretnetworkhelp.zendesk.com/>

The Bad

-Keplr API issues were common, with user's wallets displaying wrong balances, not allowing viewing key creations or swaps at crucial times of trading.

-The Monero Bridge faced i2pmail delivery issues. Users were redirected to Altermail or Session Messenger while the support team acted as intermediary between the XMR Bridge team and the users

-The Secret bridge had a few issues with transactions needing to be pushed

Why Zendesk?

We chose to integrate Zendesk primarily for two reasons. The first being the ability to scale support as needed. By transitioning to a support platform we are given tools that will allow us to better organize our troubleshooting and solving guides. This will allow us to easily add more members to our team and get them up to speed much faster than the system that was in place.

The second and bigger reason is to utilize their chatbot. Their chatbot is designed to search through the Zendesk knowledge base and attempt to match the user up with the article/guide/instructions to best solve their problem. This chatbot should get more accurate as it sees increased use.

Target Deliverables for this Funding Period

-Roll out the Zendesk support platform and integrate it with the existing support tools already in place

-Assist users on the network with any issues they may be having on any of our supporting channels, including but not limited to: Secret Network Discord, Secret Community Telegram, Altermail, Zendesk and the Secret Forums

-Moderation of community channels such as Telegram channels, Discord or Reddit

-Improve coordination between the Secret Support Team and builders, Validators, Relayers and Core Team, to help better identify the common issues users are having.

Budget Request

The support Team asks a budget for the compensated leadership roles and a discretionary budget to pay for the tools.

The Support Committee has lowered its ask for this period by ~ 75% but believes that by adding Zendesk and its tools that we can still offer support during the three major time zones, work on the deliverables and respond to general inquiries while solving support tickets.

Compensated Roles

[@mrgarbonzo](#) \$3000 / month | 60 hours per month

[@reversesigh](#) \$2000 / month | 40 hours per month

[@TheWaffle](#) \$2000 / month | 40 hours per month

Discretionary Budget

Discretionary Budget = \$390 / month

This budget will be used to pay for the Zendesk subscription for MrGarbonzo, Reverse and Waffle which is \$130 a month per user

Total Ask

MrGarbonzo = \$3000 / month

Reverse Sigh = \$2000 / month

Waffle = \$2000 / month

Discretionary Budget = \$390 / month

Total Proposal Spend for 3 Months: \$22,170

Edit to include final ask

18,475 scrt @ \$1.20