

Summary

This proposal is for on-chain funding of the Support Team for the period May 22nd, 2022 to August 22nd, 2022.

The goal of this Support Team is to be a first line of defense for users on the Secret Network, and have been present and active during nearly every NFT mint/major event both in the Secret Community Discord and Telegram, and as well as the project's respective channels.

In total, 1293 tickets were closed from January 30th 2022 to May 4th 2022.

Retrospective

The Good

- Due to the effort spent on education, the amount of questions received that are “simple” are drastically reduced.
- Gas price reduction in Keplr means lower prices across the board for users. This resolved many “simple” issues with users itself.
- Communication between SCRT Labs, Support, and Foundation is vastly improved, leading to smoother interactions and resolutions of widespread user issues.
- Having a backup solution for IBC transfers, as provided by Sienna, has been a serious boon.
- The increased presence of Support has had a large improvement, as we're now have coverage in Discord, Telegram, Twitter, Keybase, and Reddit.

The Bad

- API issues. These remain the ugly duckling of the ecosystem. With the upgrade it appears the issues are improved, but it's too soon to declare victory.
- UI issues. The majority of outstanding tickets are related to Sienna complications.

Target Deliverables for this Funding Period

Continuous Deliverables

- Create, maintain, and organize support documentation across the Secret Network.
- Assist platforms on the network with their user support, including but not limited to: Secret Network Discord, Secret Community Telegram, and SecretSwap.
- IBC Relayer coordination/flushing/etc has fallen under the jurisdiction of the Support team.

Budget Request

The Support Team asks a budget for the compensated leadership roles and a discretionary budget for compensating those who are able to provide extended support.

Compensated Roles

[@MrGarbonzo](#) = \$8000 / month | 40 hours per week

- Providing community support for Secret Network since the first block

[@reversesigh](#) = \$8000 / month | 40 hours per week

- Customer service specialist with 10 years experience
- Secret Agent Program on-boarding and coordinator

[@TheWaffle](#) = \$8000 / month | 40 hours per week

- 5 years experience in international business management, servicing top commodity traders and managing teams of 25 in West Africa, 20 in South East Asia.
- 6 years experience in DeFi and Cryptocurrencies
- Fluent in English, French, and Spanish
- Community member and Secret Agent for more than a year, IGC member supporting the French community and awareness in French/European Cosmos ecosystem.

Discretionary Budget

Discretionary Budget = \$600 / month

This is a 75% reduction from last quarter's discretionary budget.

The team recognizes we can't be everywhere at once, and would like to be able to reward and recognize members of the community that are going above and beyond by providing support/help by offering them tips, at the team's discretion.

This proved effective the previous funding round, and we wish to be able to continue providing funding for those going above and beyond. As with the previous funding, the discretionary budget will be split evenly and distributed independently of the other members.

Total Ask

Mr. Garbonzo = \$8000 / month

Reverse Sigh = \$8000 / month

Waffle = \$8000 / month

Discretionary Budget = \$600 / month

Total Proposal Spend for 3 Months: \$73,800

Plus 10% buffer: \$81,000

Any feedback you can provide would be greatly appreciated.

Best,

Reverse, Mr. Garbonzo, and Waffle