

Cross Domain Tribe Customer Squad

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Welcome to our team home page where you can learn more about who we are, what we do and why do it! You can also learn about our processes and find out how to contact and collaborate with us.

Team Overview

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Vision



Create a trusted and seamless shopping experience for our users, warehouses, merchants and couriers through fast, simple and personalized solutions to their problems.

Our Scope | What do we work on?

We work on a set of initiatives that applies to multiple Getir domains e.g.:

1. Voice, chat and social networks support experiences for users, couriers, merchants and warehouses
2. Customer service platforms & tooling (Kustomer, UJET, GetirPanel, CBOT, etc.)

Objectives

1. Provide internal & external user insights to all teams to prevent issues from occurring in the first place
2. Empower users to solve their issues using automated channels (e.g. chatbots, self-service)
3. Provide CS agents with the tools and resources to solve remaining issues more quickly & efficiently
4. Finding cost-efficient solutions for above objectives (e.g. decreasing call volumes by diverting calls into chats)
5. Constantly monitoring & optimising the quality of both our automated and agent-led support channels
6. Choosing the right building blocks of tools and platforms to create a sustainable and scalable customer service operation

What questions we ask ourselves for product discovery?

1. How might we reduce the # of customers contacting CS?
2. How might we better monitor and improve the quality of our existing automated channels? E.g. chatbots, IVR, etc.
3. How might we improve our agent tooling and resources to enable them solve problems faster?
4. How might we empower users to solve more problems using automated channels?
5. How might we create cost-efficiency in CS without compromising on customer satisfaction?

How to contact us

If you need to reach out to our team here's where to find us:

1. Technical issues with Kustomer and CS tools in Admin → [Support Request Form \(JIRA\)](#)
2. Channel for our business stakeholders → [#kustomer-implementation \(Slack\)](#)
3. Channel for our tech colleagues → [#support-cross-domain-customer \(Slack\)](#)

You can also join the meetings below:

Customer Teams Alignment	CS Feedback Sessions	Sprint Review & Demos
Customer Squad, CS Project Teams, and CS Ops update each other on their roadmap and portfolio progress.	Customer Squad's engineering team shares demos with CS to gather feedback about current developments.	Customer Squad's engineering team presents the developments completed during the sprint, showing demos when possible.
Invite only - Let me know if you think your team should be in it.	Open to everyone in CS.	Open to everyone at Getir.
30 minutes	Up to one hour	One hour
Regular schedule to be defined. Next meeting: May 4, 2023	Every Wednesday*, 12pm Turkish time. *Held only when needed.	Fridays every two weeks, 1pm Turkish time. Next meeting: Apr 28, 2023
-	Video call link	Video call link

Important Links

You can find out more about our team in the following links:

- Roadmap → [Product Discovery Board \(JIRA\)](#)
- Technical Documentation → [Team Wiki \(Confluence\)](#)
- Metrics → [KPI Dashboard \(Kustomer\)](#)
- Newsletters → [Archive \(Google Drive\)](#)

Squad Links

[JIRA](#)

Bitbucket

🔗 <https://bitbucket.org/getirdev/customer-service/src/master/> - Can't find link

Service Catalog

<https://customer-service.development.getirapi.com/documentation>

Spinnaker

 [Spinnaker](#)

Monitoring

[New Relic -Dev](#)

[New Relic - Prod](#)

[Sentry](#)

Support channel

[Slack](#)

👤 The Team

Current members	
extension	Senior Product Manager


extension	Product Manager
extension	Engineering Manager
extension	Backend Developer
extension	Backend Developer
extension	Backend Developer
extension	Backend Developer
extension	QA Engineer
extension	iOS Developer
Previous members	
extension	Android Developer

Recently updated

You'll see the 5 most recently updated pages that you and your team create.

extension

Team news

Display a stream of blog posts and share updates with your team by typing `/BLOG`. To create a blog post, click Create  and then select the Blog post template.