



Ajar

Two years

Introduction (5 Minutes)

1. Hey how are you? What do you do at **ESSENTIALVentures** ?
 - a. Email with customers / troubleshooting
 - b. Looking into weekly return, looking into the data
 - c. Take stock of NY office inventory
2. What was your prev role at Nest?
3. How does your team typically interact with customers (e.g., calls, emails, chats)?
 - a. **THEY USE Fresh works or Freshdesk**
 - i. To cosolafte customer questions
 - ii. followed up on time
 1. option of open/ closed tickets
 - iii. Metrics for response times / good dashboard
 1. Email or dms
 - iv. _____

Current Software Usage (10 Minutes)

3. What was your training process like and how long did it take?
 - a. Training process
 - b. Built out a SOP
 - c. 1 week or 2
 - d. **Automated email writer**
 - i. **Templated response**
4. What software tools are you currently using to manage customer interactions?
 - a.
5. Which features of your current software are most helpful in your work?
 - a. Central in one place, nice UI/ UX

- b. Gives report
 - i. Average time per ticket
 - ii. Preset
 - iii. Customization of analytics not needed
 - 6. What, if any, manual tasks do you or your team still perform despite having access to this software?
 - a. Guy has to match responses
 - b. Follow up with customer
 - i. not automated
 - 7. Payment
 - a. \$30/ month for software
 - b. Overseas guy \$500-\$600
 - i. \$20 / month
 - 1. Morning and Night
 - ii.
 - 8. **LOW TICKET ITEM**
 - a. don't need phone support
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Likes and Dislikes (10 Minutes)

- 9. What do you like most about the software you currently use?
 - a.
 - 10. Are there any features you wish the software had or did better?
 - a. Many things she doesn't understand
 - i. Buggy things she hates such as
 - 1. After calls agents can't text them unless they text first
 - a. Can't send photos over text
 - b. Sorting
 - i. Marking tickets for urgent is not good
 - c. Certain customers are reaching out can't merge into one person
 - i. So multiple agents working on the same thing
 - d. Their GPT was not working well
 - i. Wouldn't tell if customer was on the page or not
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Wrap-Up

- 17. What is the sentiment around Freshdesk?
 - a. Two big things deals is speed
 - b. Ingest templates / data
 - i. Email templates

18. Would you be open to providing further feedback if I develop a prototype or concept for an AI tool in the future?
- a.