



Kayli Sweeney (She/Her) · 1st
Senior Customer Experience Associate at Nestig

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Two years

Introduction (5 Minutes)

1. Hey how are you? What do you do at Nest?
 - 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?
 - a. Junior was strictly emails
 - i. Still do 75% emails
 - b. Rest is more project based
 - i. Such as returns data
 - ii. Random troubleshooting
 1. Schedule of when manufacturers are gonna be closed
3. How does your team typically interact with customers (e.g., calls, emails, chats)?
 - a. Phone number which is text and calls,
 - i. Mainly do emails
 1. 60/70% forms websites
 - a. Application called **Hark**
 - b. THEY USE **ZEN DESK**
 - i. Text and Forms
 - ii. Hark is connected through zen deck
 - iii. INsta DMS are not doe through this
 1. They are done though **clairvio**
 - iv. Chat through the website

Current Software Usage (10 Minutes)

3. What was your training process like and how long did it take?
 - a. Take a full workload 1 month - 1 month and half
 - i. Info dump
 1. Learning product knowledge

- b. Notion document that has all the product information
 - i. Doing practise questions
 - 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. Helpful b/c of many avenues
 - b. See who is online
 - c. Snoozing different tickets
 - i. Setting deadline in a couple days
 - ii. Setting to re open in a couple days
 - iii. Has a lot of plugin features
 - 6. What, if any, manual tasks do you or your team still perform despite having access to this software?
 - a. Follow up emails could be automated with send time / days
 - b. Really simple question that clog the inbox, want to automated responses
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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 thing 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. There GPT was not working well
 - i. Wouldn't tell if customer was on the page or not
 - 11. Do you feel the software improves efficiency and customer satisfaction, or are there gaps?
 - a.
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Wrap-Up

- 17. What is the sentiment around zendesk?
 - a. Would be willing be zendeck
- 18. Would you be open to providing further feedback if I develop a prototype or concept for

an AI tool in the future?
a.

LOOK INTO GORGEOUS