



Metabase alert: Merchants at Risk of Losing Support has results (DRAFT)

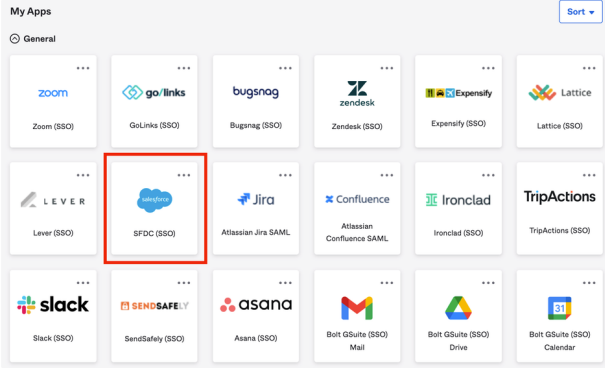
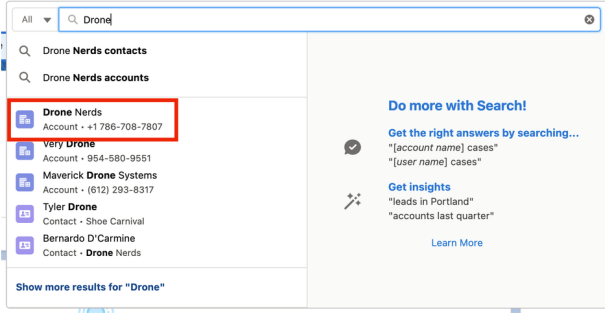
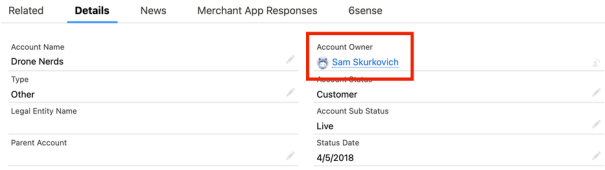

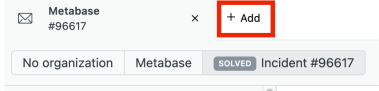
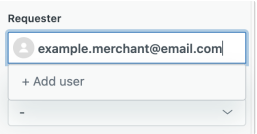
- [How to Identify and When to Use](#)
- [What to do](#)
- [Changelog](#)

How to Identify and When to Use

Ticket Subject	Screenshot																																																																																																		
<p>Metabase alert: Alert - Merchants at Risk of Losing Support has results</p> <p>The purpose of this notification is to alert the support team of merchants who haven't updated their plugin in so long that Bolt might drop support for their version.</p>	<div><div>Metabase alert: Alert - Merchants at Risk of Losing Support has results</div><div>Via email</div><div><div><div></div><div>Metabase</div><div>To Bolt, Abhinay Show more</div></div><div>Jan 10 04:00</div></div><div><div>Alert - Merchants at Risk of Losing Support</div><div>More results have been included as a file attachment</div><table><tr><th>merchant_id</th><th>description</th><th>plugin_type</th><th>plugin_version</th><th>created_at</th><th>release_date</th><th>days_since_release</th></tr><tr><td>431</td><td>SPC Sports, INC</td><td>magento_2</td><td>2.4.1</td><td>Dec 28, 2021</td><td>Mar 18, 2020</td><td>663.00</td></tr><tr><td>125</td><td>Drone Nerds</td><td>magento_1</td><td>2.4.1</td><td>Apr 2, 2020</td><td>Mar 20, 2020</td><td>661.00</td></tr><tr><td>569</td><td>Zoom Blowers, LLC</td><td>magento_2</td><td>2.5.0</td><td>May 20, 2020</td><td>Mar 31, 2020</td><td>650.00</td></tr><tr><td>698</td><td>The Supplies Guys (BT)</td><td>magento_1</td><td>2.5.0</td><td>May 27, 2021</td><td>Apr 10, 2020</td><td>640.00</td></tr><tr><td>701</td><td>4inkjets (BT)</td><td>magento_1</td><td>2.5.0</td><td>Jul 9, 2021</td><td>Apr 10, 2020</td><td>640.00</td></tr><tr><td>702</td><td>LD Products (BT)</td><td>magento_1</td><td>2.5.0</td><td>Oct 8, 2021</td><td>Apr 10, 2020</td><td>640.00</td></tr><tr><td>704</td><td>123inkjets.com (BT)</td><td>magento_1</td><td>2.5.0</td><td>Jun 29, 2021</td><td>Apr 10, 2020</td><td>640.00</td></tr><tr><td>703</td><td>Inkcartridges.com (BT)</td><td>magento_1</td><td>2.5.0</td><td>Jul 7, 2021</td><td>Apr 10, 2020</td><td>640.00</td></tr><tr><td>164</td><td>Rockher</td><td>magento_1</td><td>2.7.0</td><td>May 26, 2020</td><td>May 12, 2020</td><td>608.00</td></tr><tr><td>594</td><td>Del Sol</td><td>magento_2</td><td>2.8.0</td><td>May 27, 2021</td><td>Jun 3, 2020</td><td>586.00</td></tr><tr><td>551</td><td>Auto Ventshade</td><td>magento_2</td><td>2.8.1</td><td>Sep 23, 2020</td><td>Jun 17, 2020</td><td>572.00</td></tr><tr><td>553</td><td>Tonno Pro</td><td>magento_2</td><td>2.8.1</td><td>Sep 23, 2020</td><td>Jun 17, 2020</td><td>572.00</td></tr><tr><td>668</td><td>BubbaBee</td><td>magento_2</td><td>2.8.1</td><td>Jan 28, 2020</td><td>Jun 17, 2020</td><td>579.00</td></tr></table></div></div>	merchant_id	description	plugin_type	plugin_version	created_at	release_date	days_since_release	431	SPC Sports, INC	magento_2	2.4.1	Dec 28, 2021	Mar 18, 2020	663.00	125	Drone Nerds	magento_1	2.4.1	Apr 2, 2020	Mar 20, 2020	661.00	569	Zoom Blowers, LLC	magento_2	2.5.0	May 20, 2020	Mar 31, 2020	650.00	698	The Supplies Guys (BT)	magento_1	2.5.0	May 27, 2021	Apr 10, 2020	640.00	701	4inkjets (BT)	magento_1	2.5.0	Jul 9, 2021	Apr 10, 2020	640.00	702	LD Products (BT)	magento_1	2.5.0	Oct 8, 2021	Apr 10, 2020	640.00	704	123inkjets.com (BT)	magento_1	2.5.0	Jun 29, 2021	Apr 10, 2020	640.00	703	Inkcartridges.com (BT)	magento_1	2.5.0	Jul 7, 2021	Apr 10, 2020	640.00	164	Rockher	magento_1	2.7.0	May 26, 2020	May 12, 2020	608.00	594	Del Sol	magento_2	2.8.0	May 27, 2021	Jun 3, 2020	586.00	551	Auto Ventshade	magento_2	2.8.1	Sep 23, 2020	Jun 17, 2020	572.00	553	Tonno Pro	magento_2	2.8.1	Sep 23, 2020	Jun 17, 2020	572.00	668	BubbaBee	magento_2	2.8.1	Jan 28, 2020	Jun 17, 2020	579.00
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What to do

	Instruction Step	Screenshot																																			
1	Download and open the spreadsheet included in the alert.	<div>Metabase alert: Alert - Merchants at Risk of Losing Support has results</div> <div>Via email</div> <div><table><tr><td>388</td><td>Samuel Hubbard Shoe Company LLC</td><td>magento_2</td><td>2.12.0</td><td>Sep 29, 2021</td></tr><tr><td>452</td><td>Divers Direct</td><td>magento_2</td><td>2.13.0</td><td>Oct 29, 2021</td></tr><tr><td>449</td><td>Deals All Year</td><td>magento_2</td><td>2.14.0</td><td>Dec 22, 2021</td></tr></table></div> <div>Showing 20 of 23 rows.</div> <div>"If we have data, let's look at data. If sim we have opinions, let's go with mine." - Jim Barksdale</div> <div><div></div><div>Alert - Merchants ... CSV</div></div>	388	Samuel Hubbard Shoe Company LLC	magento_2	2.12.0	Sep 29, 2021	452	Divers Direct	magento_2	2.13.0	Oct 29, 2021	449	Deals All Year	magento_2	2.14.0	Dec 22, 2021																				
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2	In the spreadsheet, check the days_since_release column.	<div>Alert - Merchants at Risk of Losing Support</div> <div><table><tr><th>merchant_id</th><th>description</th><th>plugin_type</th><th>plugin_version</th><th>created_at</th><th>release_date</th><th>days_since_release</th></tr><tr><td>431</td><td>SPC Sports, INC</td><td>magento_2</td><td>2.4.1</td><td>2021-12-28T10:19:59.474826Z</td><td>2020-03-18T00:00:00Z</td><td>663.0</td></tr><tr><td>125</td><td>Drone Nerds</td><td>magento_1</td><td>2.4.1</td><td>2020-04-02T17:12:15.541398Z</td><td>2020-03-20T00:00:00Z</td><td>661.0</td></tr><tr><td>569</td><td>Zoom Blowers, LLC</td><td>magento_2</td><td>2.5.0</td><td>2020-05-20T21:00:54.936271Z</td><td>2020-03-31T00:00:00Z</td><td>650.0</td></tr><tr><td>698</td><td>The Supplies Guys (BT)</td><td>magento_1</td><td>2.5.0</td><td>2021-05-27T23:30:57.136958Z</td><td>2020-04-10T00:00:00Z</td><td>640.0</td></tr></table></div>	merchant_id	description	plugin_type	plugin_version	created_at	release_date	days_since_release	431	SPC Sports, INC	magento_2	2.4.1	2021-12-28T10:19:59.474826Z	2020-03-18T00:00:00Z	663.0	125	Drone Nerds	magento_1	2.4.1	2020-04-02T17:12:15.541398Z	2020-03-20T00:00:00Z	661.0	569	Zoom Blowers, LLC	magento_2	2.5.0	2020-05-20T21:00:54.936271Z	2020-03-31T00:00:00Z	650.0	698	The Supplies Guys (BT)	magento_1	2.5.0	2021-05-27T23:30:57.136958Z	2020-04-10T00:00:00Z	640.0
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3	 You're looking for any results that are <i>fewer</i> than 300 days. If so, move to step #4.																																				

	<p>If a plugin version is 300 days or older, it's safe to say the merchant has already been informed about the update. These tickets can be solved.</p> <p>Product: Non-Product</p>	
4	Open Okta and launch Salesforce by clicking the tile.	
5	Search for the merchant in Salesforce and select the account.	
6	The merchant's CSM will show under the Account Owner field.	
7	<p>Open a Business Escalation with the CSM by following the steps in this playbook: Business Escalation Playbook and confirm if they've been in touch with the merchant about updating the plugin yet.</p> <p> If the CSM hasn't been in touch yet, confirm the best contact at the merchant with the CSM and proceed to step #8. Otherwise, solve the ticket.</p>	
8	Click + Add in Zendesk to create a new ticket.	
9	Enter the merchant contact into the Requester field.	
10	Apply the Zendesk macro.	
11		
12		

Changelog

Person who Made Change	Modification	Modification Summary
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	Date	
Crystal McCorkle	11/28/22	<ul style="list-style-type: none"> Removed Category and Issue Subcategory and replaced with Product > Non-Product
Ziyaad Motala	3/9/22	<ul style="list-style-type: none"> Edited formatting Added to Alerts Reference List
Eric Chan	1/26/22	<ul style="list-style-type: none"> Created Playbook.