


Support tickets. Research Methodology

A lot of information can be learned by analyzing the user questions, bugs, complaints... This information is relevant to be part of different research.

- It can be useful when Product Manager does the research for the roadmap priorities.
- Also, it can be very revealing for researchers that are investigating a specific project.

This information depends on the customer support team, that is the team that manages all the customer tickets and relationship.

In LINK, we use Salesforce as the tool to manage the tickets.

 To get access to Salesforce, please contact internal IT internal.it@linkmobility.com and cc the Product Manager.

If you have any issues, the team of [Sales Excellence](#) manages the Salesforce configurations.

Context

To be able to manage the tickets, there is a process together with the Support team and Sales Excellence to TAG the different tickets received through Salesforce.

This is a NEW initiative (*last update 14/06/22*) the customer support team is implementing in Northern Europe. For now, Norway has been using it since May 2022. For updates in this area please Contact: [@Ole Martin Evjenth](#) and [@Kristin Hvile](#) .

Tags

The tags are divided in Category and Subcategory.

Categories are:

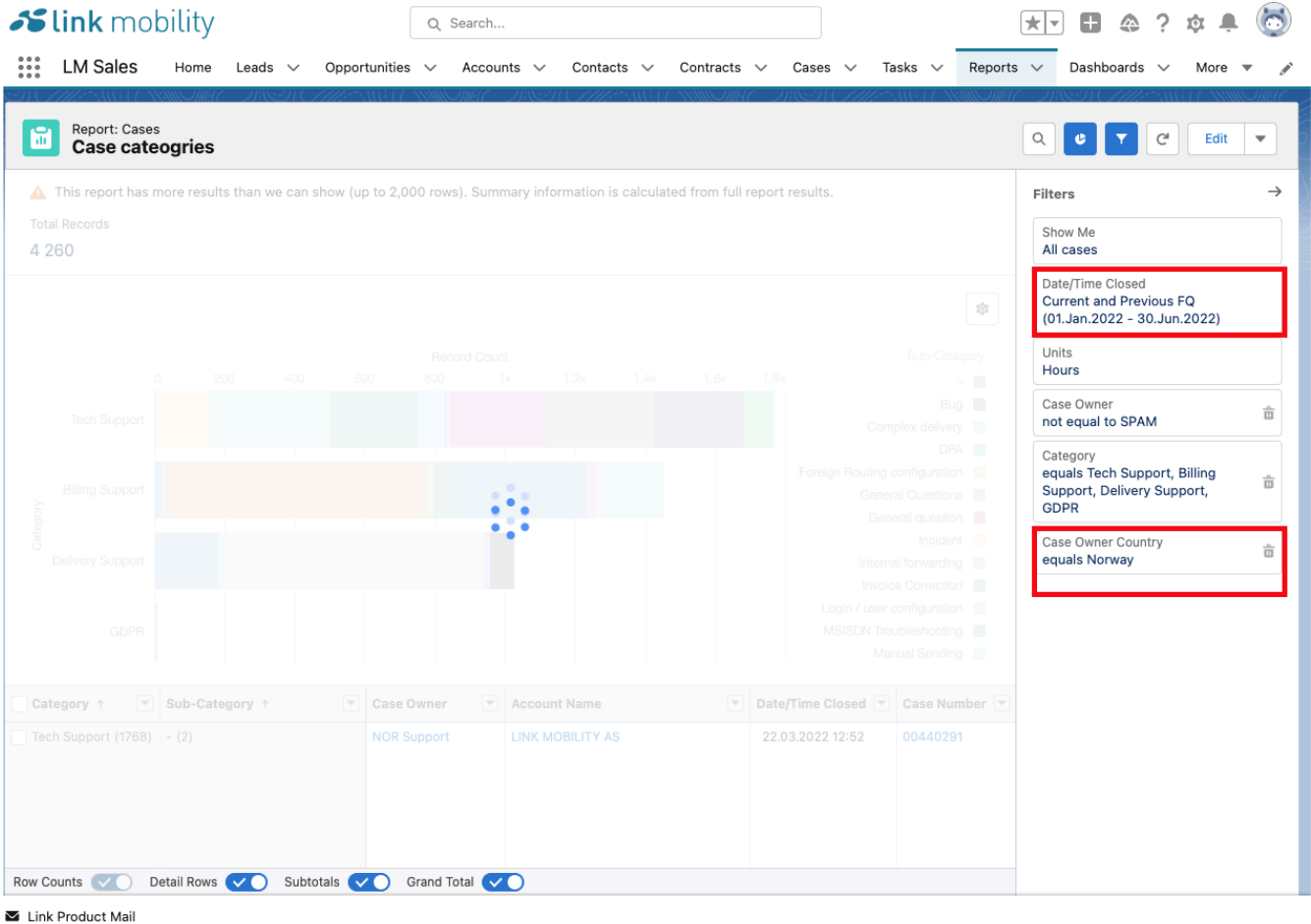
Name of Category
Tech Support
Billing Support
Fault Handling

[Here](#) we can manage the dashboard mylink2 team would be using.

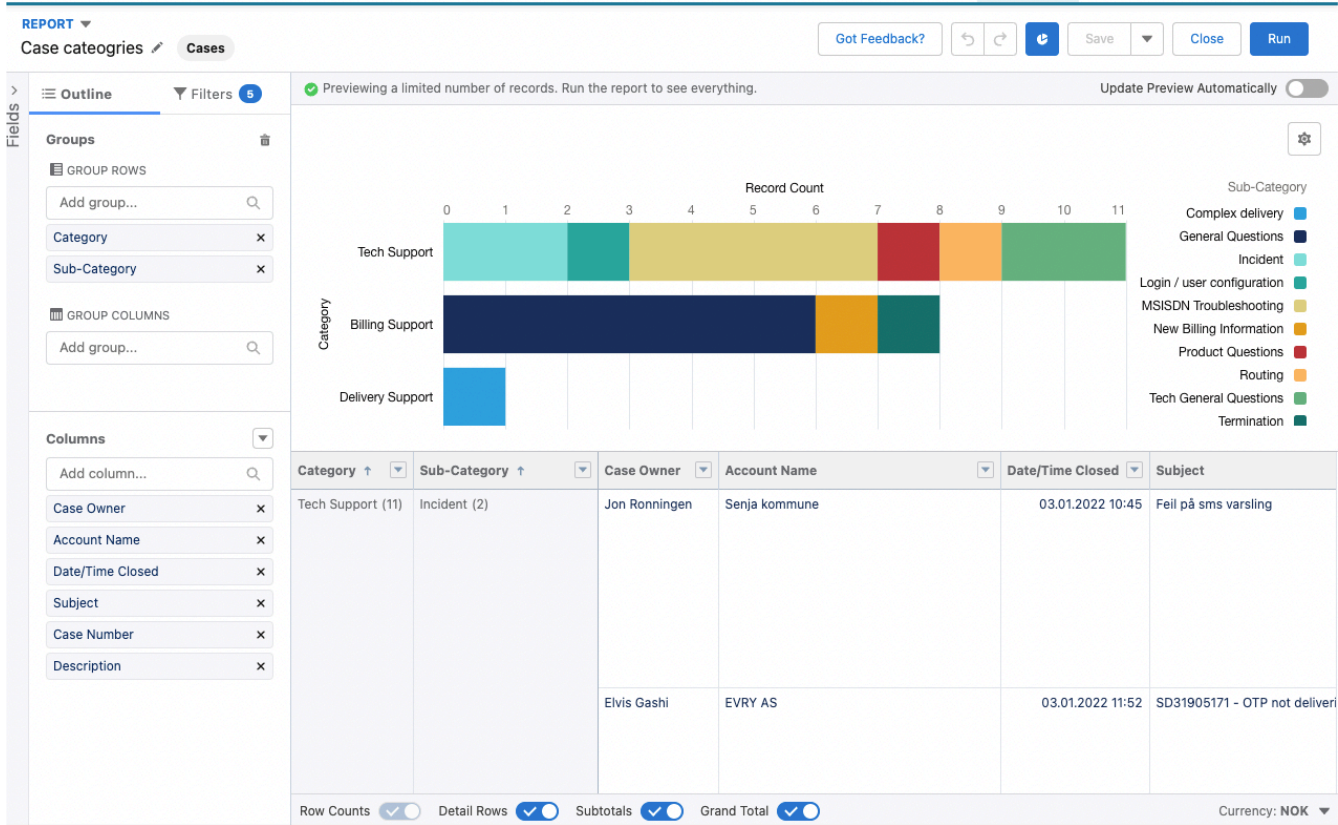
Dashboard is composed of a graph and a table with detailed results.

Filters relevant for us to use are:

- Time
- Country

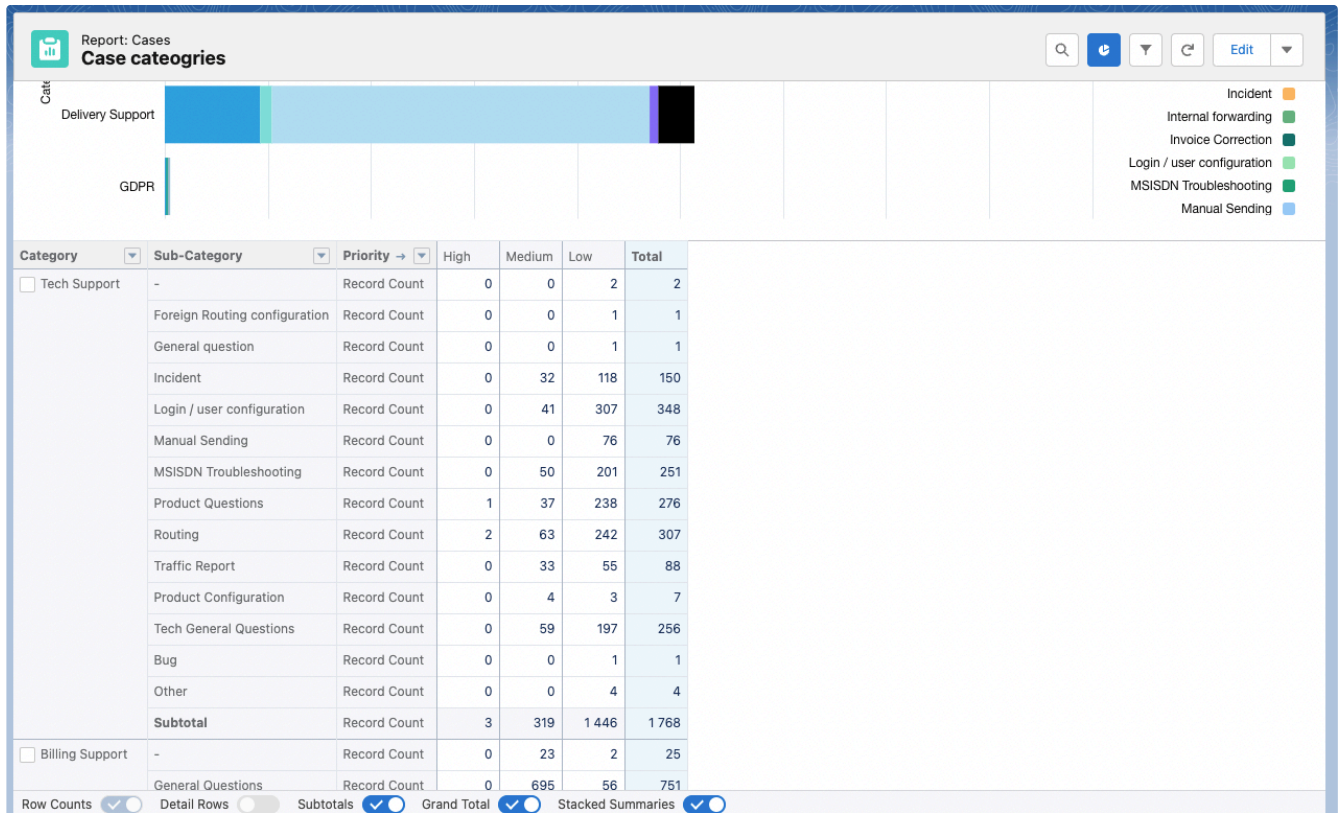


Edit would allow us to change the more in depth configurations, like the information in the table or how to group the graph.



Link Product Mail

Helpful to see the priority count:



Link Product Mail

and the message content in the table:

LM Sales Home Leads Opportunities Accounts Contacts Contracts Cases Tasks Reports Dashboards More

Report: Cases Case categories

Category	Sub-Category	Case Owner	Account Name	Date/Time Closed	Description
Tech Support (1768)	- (2)	NOR Support	LINK MOBILITY AS	22.03.2022 12:52	Dear Partner, LINK is planning a maintenance of admin.linkmobility.com and ws2.sp247.net. Estimated downtime is 10 minutes. Affected services: admin.linkmobility.com and ws2.sp247.net Start: 2022-03-22 10:00 CET End: 2022-03-22 12:00 CET If you have any questions, please contact us at support.se@linkmobility.com Best regards, LINK Mobility
		Cecilie H Herland	Nammo Raufoss AS 1EV	31.03.2022 09:11	Hei, Håper dere kan gjøre et par endringer i våre SMS-lister! Kan dere fjerne personen merket med rødt og med strek over (Fred I fra gruppen under samt legge til personen som er merket i rødt (Rog Gruppe NR 5: Bradalsmyra alle 14-sifret:2252 6301 2000 35 med fritekst Navn Tlf nr. Aaseth, Mathias

Row Counts Detail Rows Subtotals Grand Total

Link Product Mail

Tips

1. Use "Case Product" to be able to see the information per product.
2. It can happen than when reviewing a case, we read the email and we see that the category does not match exactly the email content. In that case, we can mention the case owner and ask to change the category if applicable. Bare in mind that some cases can contain more than one questions or issue, therefore it might be not as easy to categorize.