

# stonebranch

## Customer Experience

Customer Support, News & Updates

Leon Stamm



01 Support KPIs & Customer Feedback

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## Support KPIs & Customer Feedback (July - October 2017)

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Highly Skilled Support Professionals

100 %

Customer Satisfaction  
(41% Response rate)

94%

SLAs achieved

Quick and competent.....

Great Customer service,  
every time I open a  
ticket....All my issues are  
solved efficiently and in time

Your support is excellent as usual!

The team provided  
excellent suggestions  
for our last minute  
request.....

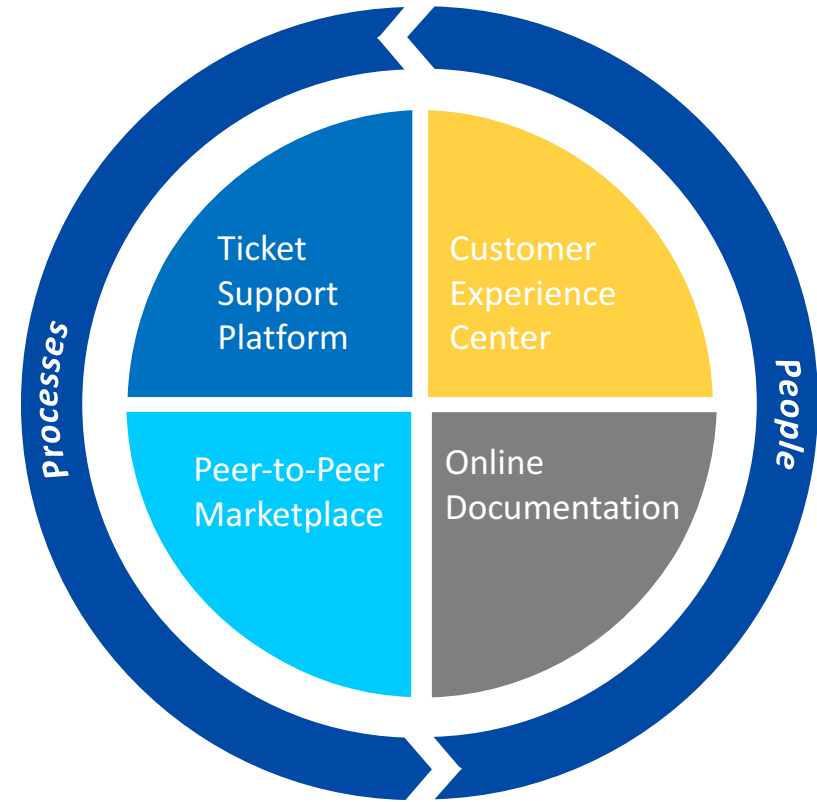


## What is Customer Experience?

Sum-totality of how you engage with Stonebranch throughout the entire arc of being a customer.

## Strategic Targets:

- Leading Support Quality
- Best Customer Experience
- Operational Excellence
- Nurturing Community



Four Core Initiatives 2017

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### Reporting

Overview | Leaderboard | Knowledge Base | Community | Search | Satisfaction | Insights

New Tickets: 14  
Solved Tickets: 18

Feb 14 Feb 16 Feb 18 Feb 20 Feb 22 Feb 24 Feb 26 Feb 28 Mar 02 Mar 04 Mar 06 Mar 08 Mar 10

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#### Tickets by Channels

#### Benchmark

Industry: Software

Satisfaction Rating

100%
97%

Average First Reply Time

#### First Reply Time

48%

solved

solved









Awaiting your reply

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Controller not working after update	#47292	2 months ago	1 month ago	solved
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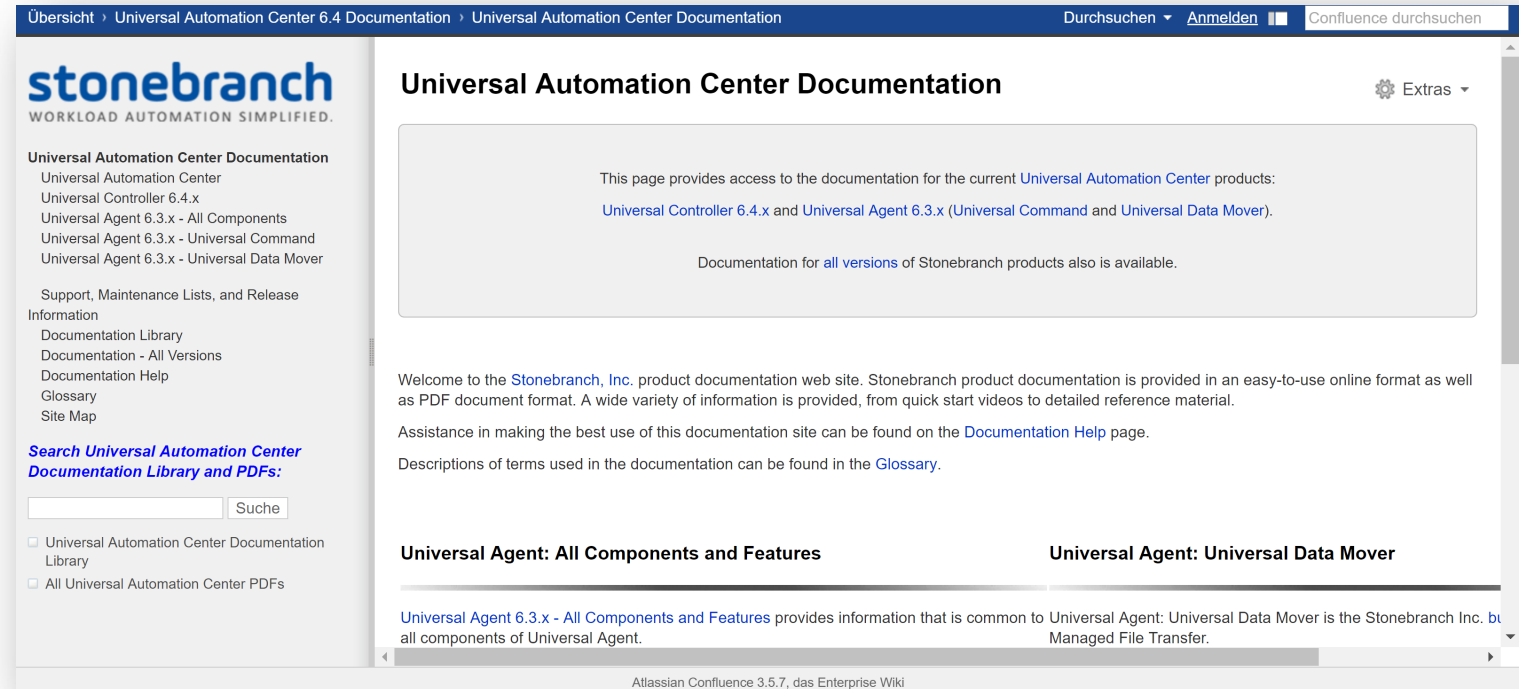
2

 <h3>Community</h3> <p>Discuss a question within our community.</p> <p><a href="#">JOIN</a></p>	 <h3>Documentation</h3> <p>Need help? We have you covered.</p> <p><a href="#">VIEW</a></p>	 <h3>Feature Requests</h3> <p>Request a new product feature or enhancement.</p> <p><a href="#">SUBMIT</a></p>	 <h3>Software Downloads</h3> <p>Download the latest releases of our products.</p> <p><a href="#">VIEW</a></p>
 <h3>License Keys</h3> <p>Here you can manage your license keys.</p> <p><a href="#">VIEW</a></p>	 <h3>Contact Support</h3> <p>Need help from a product expert?</p> <p><a href="#">SUBMIT</a></p>	 <h3>News and Updates</h3> <p>Get the newest updates on products and activities.</p> <p><a href="#">VIEW</a></p>	 <h3>Knowledge Base</h3> <p>Browse our repository for how-to and troubleshooting information.</p> <p><a href="#">BROWSE</a></p>



## 3

- Renew the documentation platform
- Usage of rich media content
- Customer feedback and collaboration capabilities
- Distinguish between competence levels
- Increase visibility and usability



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The screenshot shows the Stonebranch Marketplace homepage. At the top, there is a navigation bar with links for products, solutions, services, resources, support, and company, along with a 'free trial' button and search icons. Below the navigation bar, there are links for 'Marketplace' and 'Apps directory'. The main heading is 'Introducing Universal Tasks', followed by logos for SAP, OpenStack, and Informatica. A yellow button labeled 'Check them out' is positioned below the logos. The lower section of the page features a category filter on the left, a search bar with 'Search 300 apps', and a grid of app cards. Each card displays 'UC' and 'UA' icons, the app name, a brief description, and a 'Download and setup' button. The categories listed on the left include Universal Tasks, Universal Connectors, Universal Workflows, Universal Data Mover Scripts, Calendars, and Solutions. Tags for AWS, Azure, and MC Reporting Services are also visible.







# Thank you!

Contact Information

## stonebranch

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