



BRTT Zendesk: Ticket-based Customer Support

Kent Lindquist, Jennifer Eakins,
Danny Harvey

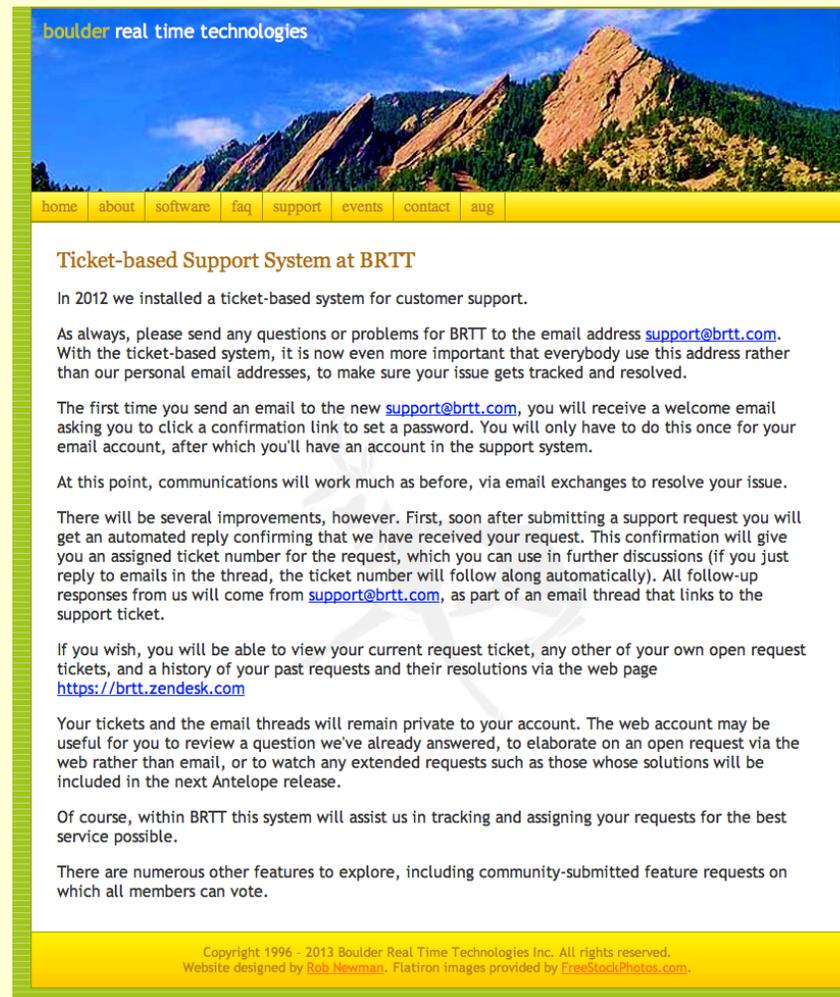
November, 2013

Papagayo, Costa Rica AUG

New support system based on zendesk.com

- Improved support responses via email and web
<https://brtt.zendesk.com>
- Always get an automated reply with a ticket number
- Provides BRTT staff with coordinated support response tools
- You can go to the web site to see current and old support requests
- You can access your support requests from any web browser
- Our web site (www.brtt.com) describes this in more detail
- Tickets are private

http://www.br tt.com/news/ticketed_support.html



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Ticket-based Support System at BRTT

In 2012 we installed a ticket-based system for customer support.

As always, please send any questions or problems for BRTT to the email address support@brtt.com. With the ticket-based system, it is now even more important that everybody use this address rather than our personal email addresses, to make sure your issue gets tracked and resolved.

The first time you send an email to the new support@brtt.com, you will receive a welcome email asking you to click a confirmation link to set a password. You will only have to do this once for your email account, after which you'll have an account in the support system.

At this point, communications will work much as before, via email exchanges to resolve your issue.

There will be several improvements, however. First, soon after submitting a support request you will get an automated reply confirming that we have received your request. This confirmation will give you an assigned ticket number for the request, which you can use in further discussions (if you just reply to emails in the thread, the ticket number will follow along automatically). All follow-up responses from us will come from support@brtt.com, as part of an email thread that links to the support ticket.

If you wish, you will be able to view your current request ticket, any other of your own open request tickets, and a history of your past requests and their resolutions via the web page <https://brtt.zendesk.com>

Your tickets and the email threads will remain private to your account. The web account may be useful for you to review a question we've already answered, to elaborate on an open request via the web rather than email, or to watch any extended requests such as those whose solutions will be included in the next Antelope release.

Of course, within BRTT this system will assist us in tracking and assigning your requests for the best service possible.

There are numerous other features to explore, including community-submitted feature requests on which all members can vote.

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Website designed by [Rob Newman](#). Flatiron images provided by [FreeStockPhotos.com](#).

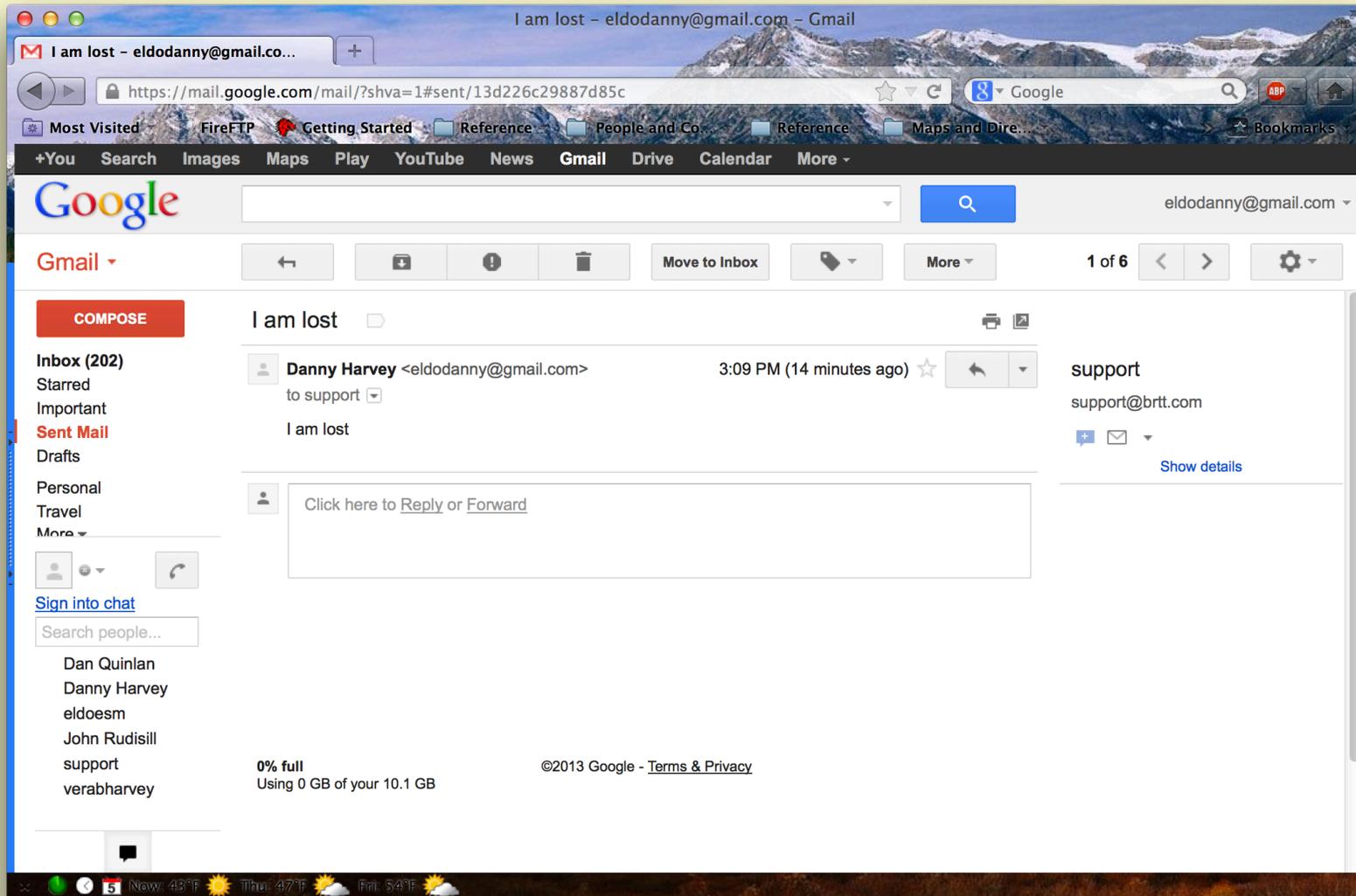
BRTT

November 2013

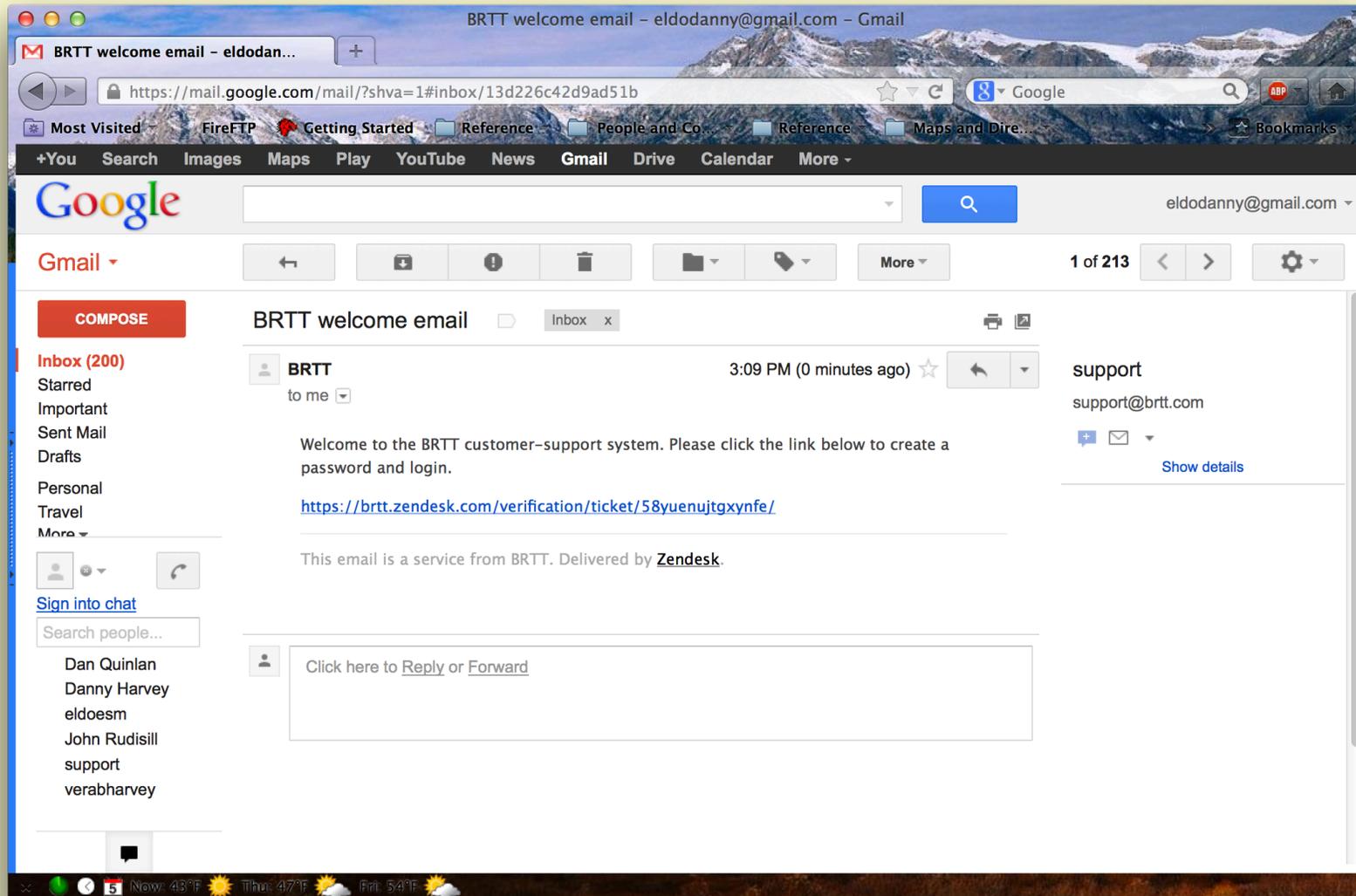
Need to use *support@brtt.com*

- YOU ABSOLUTELY MUST USE support@brtt.com
WE WILL NO LONGER RESPOND TO SUPPORT
REQUESTS TO OUR INDIVIDUAL ADDRESSES

Email-based support requests



One-time authentication



Associated web account

BRTT : Select password

BRTT welcome email - eldodan... x BRTT : Select password x +

https://brtt.zendesk.com/verification/ticket/58yuenujtgxynfe/

Most Visited FireFTP Getting Started Reference People and Co. Reference Maps and Dire... Bookmarks

BRTT [privacy and cookies policy](#) | [login](#) | [sign up](#)

HOME FORUMS SUBMIT A REQUEST CHECK YOUR EXISTING REQUESTS

✓ #89 "I am lost" successfully verified

You can create an account to see your request history

What password would you like to use?

You'll use this password to sign in to your Zendesk (<https://brtt.zendesk.com>).

.....

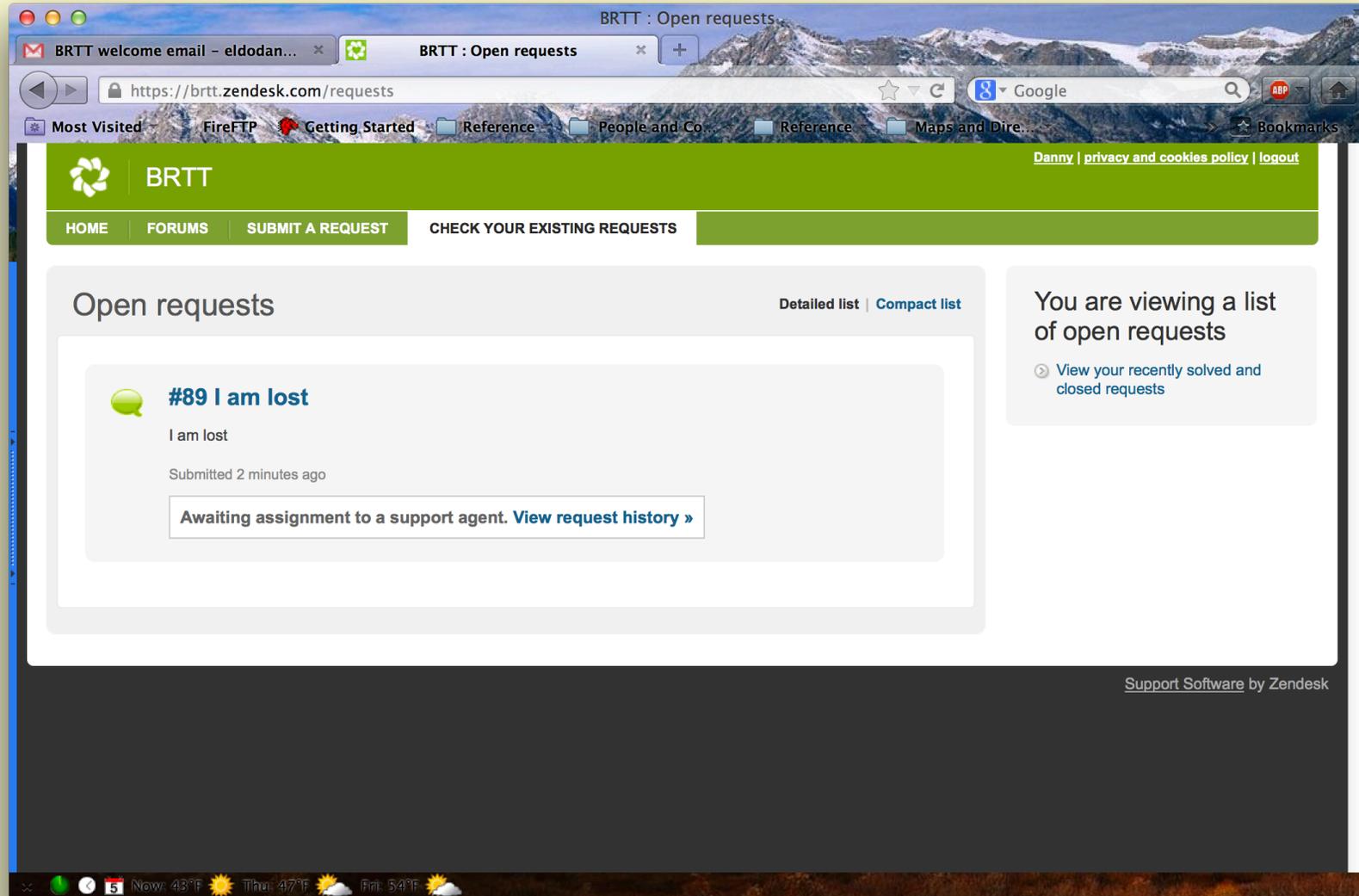
Password requirements:

✓ must be at least 5 characters

Verify my email address

Support Software by Zendesk

Status View of each ticket



BRTT : Open requests

https://brtt.zendesk.com/requests

BRTT

Danny | [privacy and cookies policy](#) | [logout](#)

HOME FORUMS **SUBMIT A REQUEST** CHECK YOUR EXISTING REQUESTS

Open requests

Detailed list | [Compact list](#)

#89 I am lost

I am lost

Submitted 2 minutes ago

Awaiting assignment to a support agent. [View request history >](#)

You are viewing a list of open requests

[View your recently solved and closed requests](#)

Support Software by Zendesk

Now: 43°F Thu: 47°F Fri: 54°F

Web-based ticket submission and overview

The screenshot shows a web browser window with the URL <https://brtt.zendesk.com/home>. The browser tabs include "BRTT welcome email - eldodan..." and "BRTT". The browser's address bar shows the URL and a search bar with "Google". The browser's bookmarks bar includes "Most Visited", "FireFTP", "Getting Started", "Reference", "People and Co...", "Reference", and "Maps and Dire...".

The website header is green and features the BRTT logo on the left and the text "BRTT" in the center. On the right side of the header, there is a user profile "Danny" with links for "privacy and cookies policy" and "logout". Below the header is a navigation menu with the following items: "HOME", "FORUMS", "SUBMIT A REQUEST", and "CHECK YOUR EXISTING REQUESTS".

The main content area includes a green checkmark icon and the text "Your account has been verified." Below this is a large grey box with the heading "Welcome to BRTT Customer Service!" and the text "Stay updated with announcements, get answers from the community, and share your feature suggestions with us. You can also submit a request or send us an email at support@brtt.com." Below this is a "Forums" section with a search bar and a "Search" button.

The "Feature Requests" section is visible, with tabs for "Overview" and "Recent". It contains two columns of requests:

- Modify existing code (2) »**
 - 💡 Add bury, exhume, resurrect to Python interface
 - 💡 Additional time format to interpret for epoch, str2epoch, epoch2str commands
- New developments wanted (1) »**
 - 📄 Return tkorblog to distribution

The bottom of the browser window shows a system tray with weather information: "Now: 43°F", "Thu: 47°F", and "Fri: 54°F".

Standard email interactions

BRTT support May 30, 2013 11:28 AM
To: Kent Lindquist [Hide Details](#)
Reply-To: BRTT support
Re: [BRTT] cron-sysreport suffering from self fulfilling prophecy? [3FGF-KAM6] 1

##- Please type your reply above this line -##

This ticket ([#188](#)) has been updated.

 **Stefan Radman**
May 30 11:28 (MDT)

Hi Kent,

rtnsnapshot from today is attached.

Regards
Stefan

Am 28.05.2013 um 21:57 schrieb BRTT <support@brtt.com<mailto:support@brtt.com>>
:

Attachment(s)
[rt-Thursday_May_30_17.15.40.tar.gz](#)

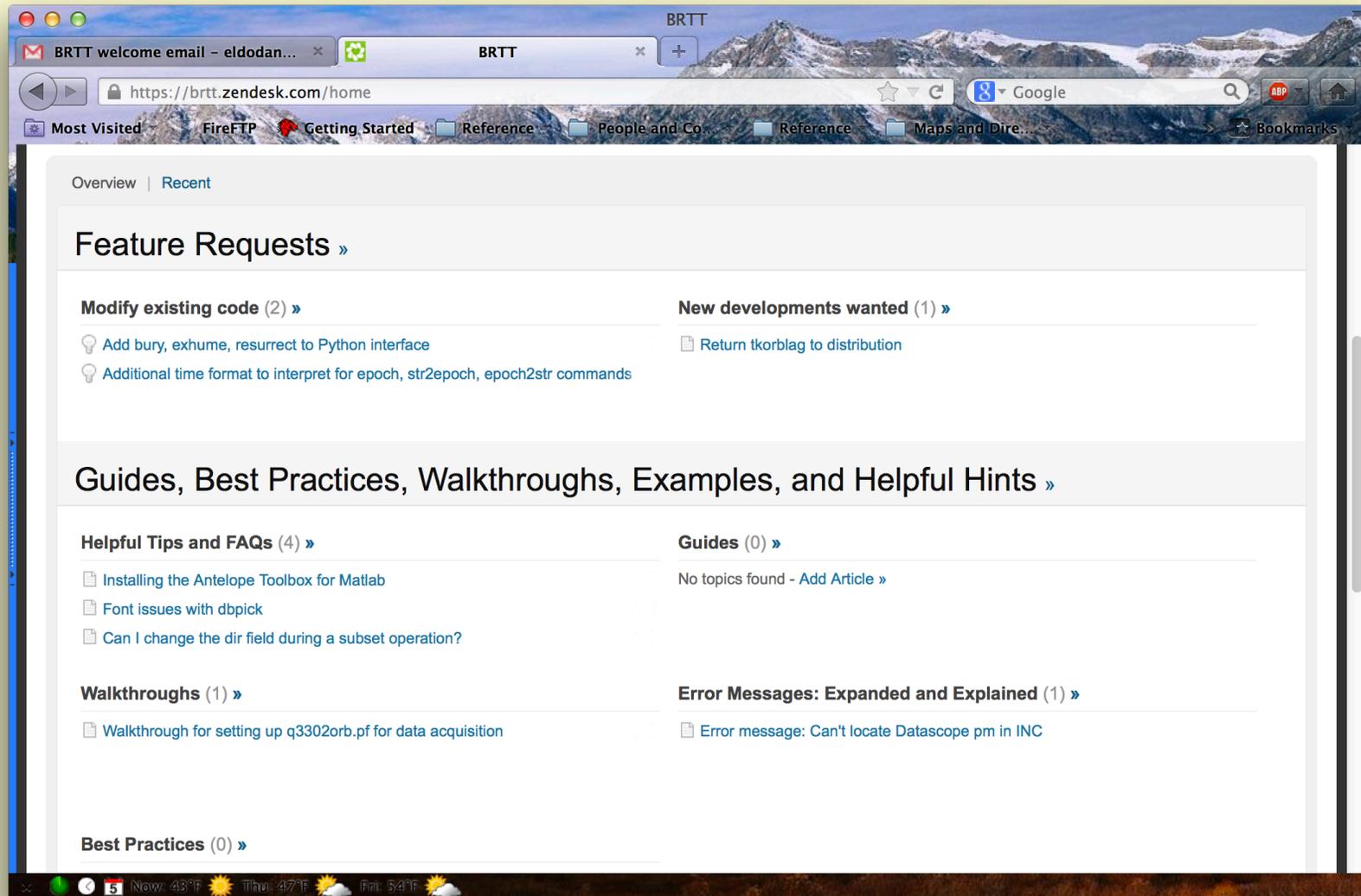
 **Kent Lindquist (BRTT)**
May 28 13:57 (MDT)

Hi Stefan,

Can you please send us an rtnsnapshot(1) for this system

Thanks,
Kent

Coupled forums, tips



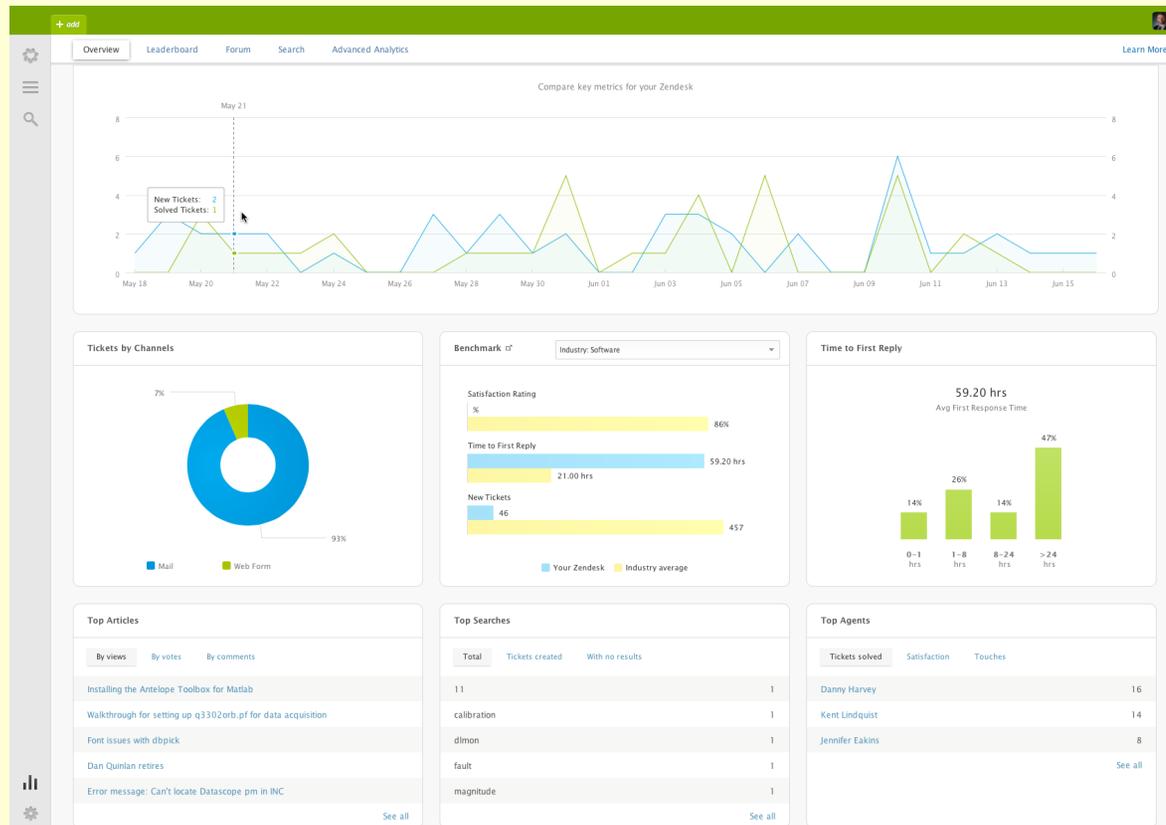
The screenshot shows a web browser window with the URL <https://brtt.zendesk.com/home>. The page is titled "BRTT" and features a navigation bar with "Overview" and "Recent" tabs. The main content is organized into several sections:

- Feature Requests »**
 - Modify existing code (2) »**
 - [Add bury, exhume, resurrect to Python interface](#)
 - [Additional time format to interpret for epoch, str2epoch, epoch2str commands](#)
 - New developments wanted (1) »**
 - [Return tkorblog to distribution](#)
- Guides, Best Practices, Walkthroughs, Examples, and Helpful Hints »**
 - Helpful Tips and FAQs (4) »**
 - [Installing the Antelope Toolbox for Matlab](#)
 - [Font issues with dbpick](#)
 - [Can I change the dir field during a subset operation?](#)
 - Walkthroughs (1) »**
 - [Walkthrough for setting up q3302orb.pf for data acquisition](#)
 - Best Practices (0) »**
 - Guides (0) »**

No topics found - [Add Article »](#)
 - Error Messages: Expanded and Explained (1) »**
 - [Error message: Can't locate Datascope pm in INC](#)

The browser's address bar shows the URL, and the search bar contains "Google". The browser's bookmark bar includes "Most Visited", "FireFTP", "Getting Started", "Reference", "People and Co...", "Reference", and "Maps and Dire...". The system tray at the bottom shows the date "5", and weather information for Now (43°F), Tomorrow (47°F), and Friday (54°F).

Internal Performance Stats



Internal: Overview of tickets

Australia/GA/Canberra

Tags -
Domains ga.gov.au
Group -
Users Can view own tickets only
Details -
Notes -

Created Jan 14 16:27
Updated Jan 14 16:27

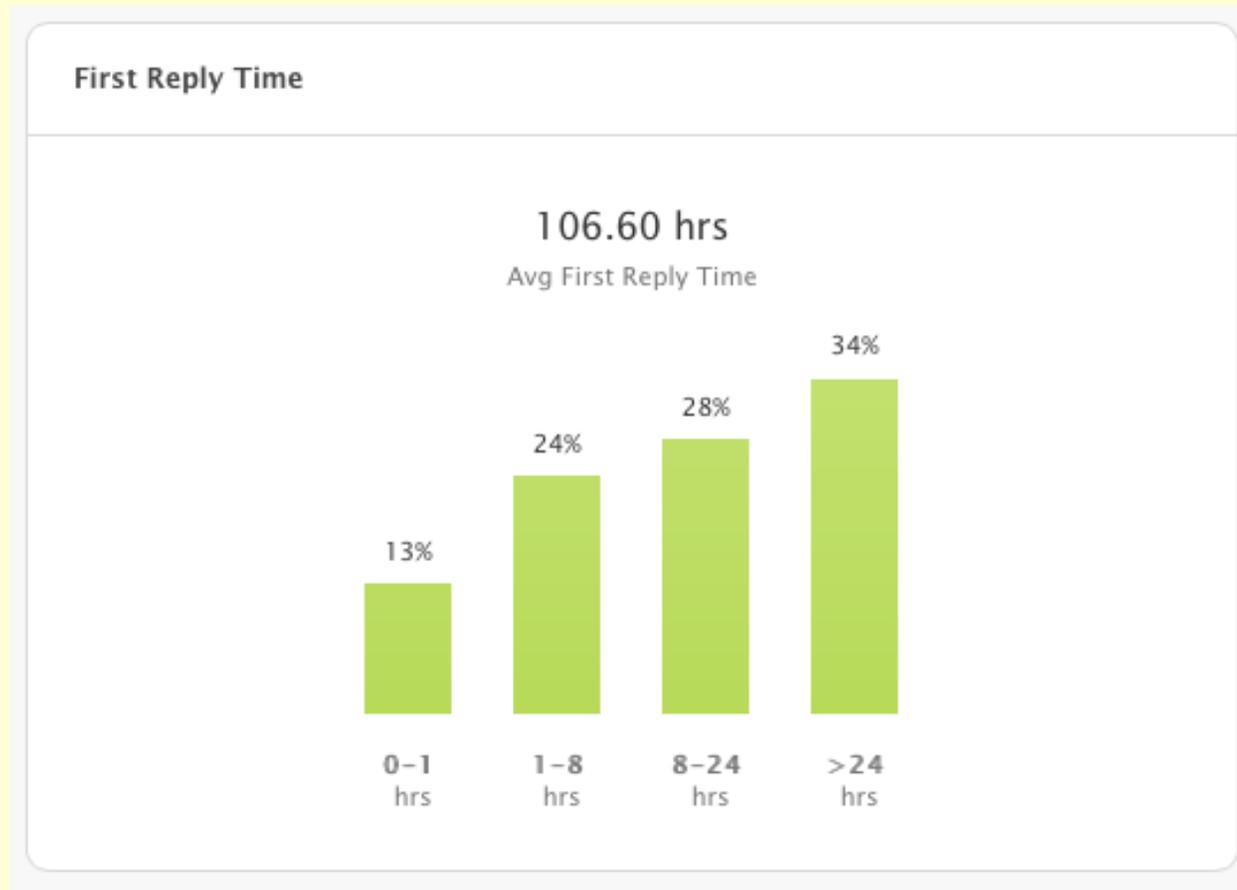
Organization options -

Australia/GA/Canberra
tickets (20) users (3)

Tickets (20)

ID	SUBJECT	REQUESTER	REQUESTED	UPDATED	GROUP	ASSIGNEE
#146	orbevproc [SEC=UNCLASSIFIED]	Michael Potter	Apr 09	Apr 10	Support	Danny Harvey
#230	dbloc2 non-determining arrivals being used in solution? [SEC=UNCL...	Michael Potter	Thursday 00:05	Thursday 11:09	Support	Jennifer Eakins
#174	Re: FW: Antelope User Group meeting/dbloc3 wishlist [SEC=UNCLA...	Michael Potter	May 03	May 03	Support	Kent Lindquist
#173	dbloc2 feature request [SEC=UNCLASSIFIED]	Michael Potter	May 02	May 03	Support	Kent Lindquist
#73	[SEC=UNOFFICIAL]	Alexei Gorbatov	Feb 10	Feb 22	Support	Jennifer Eakins
#214	Request for Antelope licenses for development servers [DLM=For-...	Rifat Mohsin	Jun 03	Jun 04	Support	Kent Lindquist
#194	Request for Antelope Licenses Version 5.2-64 for hosts/servers [D...	Rifat Mohsin	May 19	Jun 04	Support	Kent Lindquist
#193	Request for Antelope Licence [DLM=For-Official-Use-Only]	Rifat Mohsin	May 19	May 20	Support	Kent Lindquist
#153	Magnitude.pm [SEC=UNCLASSIFIED]	Michael Potter	Apr 14	Apr 24	Support	Danny Harvey
#157	decimation FIR files [SEC=UNCLASSIFIED]	Michael Potter	Apr 16	Apr 24	Support	Danny Harvey
#151	Request for Antelope version 4.11 [SEC=UNOFFICIAL]	Rifat Mohsin	Apr 11	Apr 15	Support	Kent Lindquist
#107	FW: Antelope User Group meeting/dbloc3 wishlist [SEC=UNCLASSIF...	Michael Potter	Mar 14	Apr 15	Support	Kent Lindquist
#148	pktchannel2trace_put calibration [SEC=UNCLASSIFIED]	Michael Potter	Apr 10	Apr 15	Support	Danny Harvey
#147	Request for Antelope license [DLM=For-Official-Use-Only]	Rifat Mohsin	Apr 10	Apr 14	Support	Kent Lindquist
#143	RE: license request [SEC=UNCLASSIFIED]	Michael Potter	Apr 07	Apr 12	Support	Kent Lindquist
#134	calcdist in Perl [SEC=UNCLASSIFIED]	Michael Potter	Apr 01	Apr 07	Support	Kent Lindquist
#111	db2msd not processing old data [SEC=UNCLASSIFIED]	Michael Potter	Mar 19	Mar 25	Support	Jennifer Eakins
#78	linux/mac performance differences [SEC=UNCLASSIFIED]	Michael Potter	Feb 18	Mar 09	Support	Kent Lindquist
#71	Request for Antelope license [DLM=For-Official-Use-Only]	Rifat Mohsin	Feb 06	Feb 10	Support	Kent Lindquist
#48	wphase [SEC=UNCLASSIFIED]	Michael Potter	Jan 14	Jan 18	Support	Danny Harvey

First Response Time



Summary

- About 390 tickets since inception
- 151 registered users
- 48 participating organizations
- Last 90 days:
 - 79% email, 18% web submission
 - Average 106.6 hours to first response
 - 89 new tickets
 - 8 tickets on hold
 - 24 current unsolved active tickets
 - 87 solved tickets

BRTT Support System

- Certainly successful from BRTT Perspective
- Seems successful from Customer Perspective
- Thank you
- Feedback welcome