



# BRTT Zendesk: Ticket-based Customer Support

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Danny Harvey

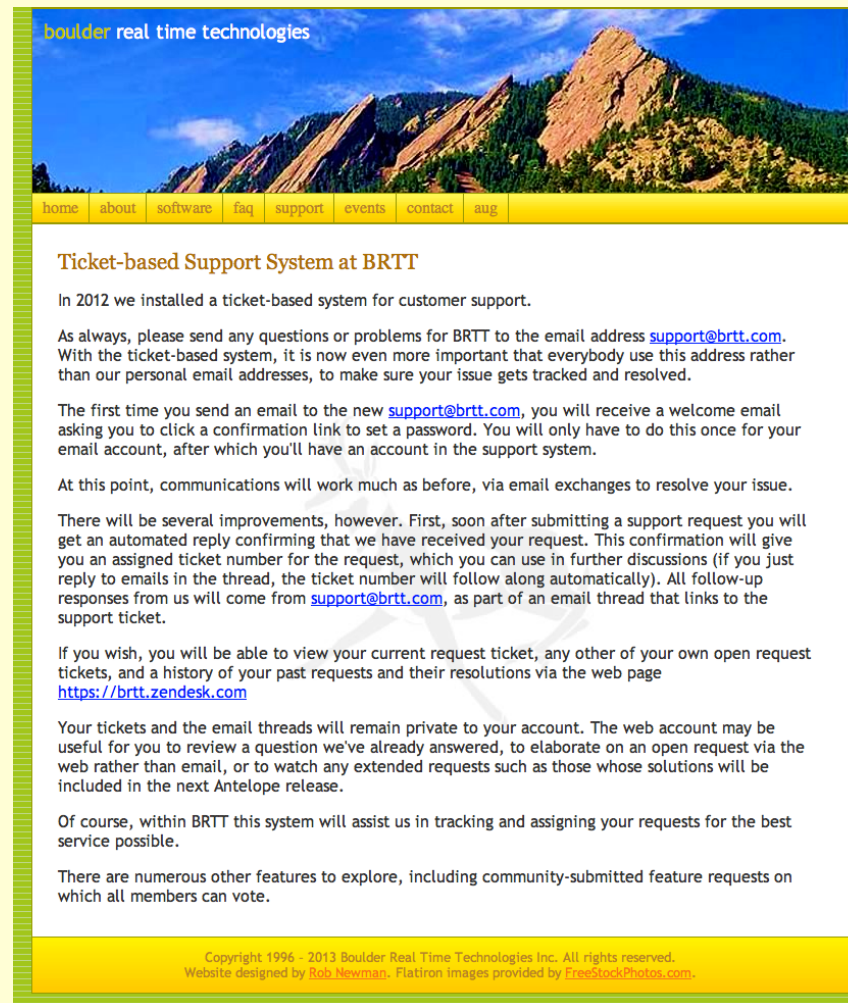
November, 2013

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](http://www.brtt.com)) describes this in more detail
- Tickets are private

# http://www.br tt.com/news/ticketed\_support.html



The screenshot shows the BRTT website with a header image of a mountain range. Below the image is a navigation bar with links: home, about, software, faq, support, events, contact, and aug. The main content area features a section titled "Ticket-based Support System at BRTT". The text describes the implementation of a ticket-based system in 2012, emphasizing the use of [support@brtt.com](mailto:support@brtt.com) for customer support. It details the process of creating a support account, the use of ticket numbers for tracking, and the availability of a web interface for viewing tickets. The footer contains copyright information for Boulder Real Time Technologies Inc. and credits for website design and image sources.

boulder real time technologies

home about software faq support events contact aug

## 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](mailto: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](mailto: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](mailto: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**

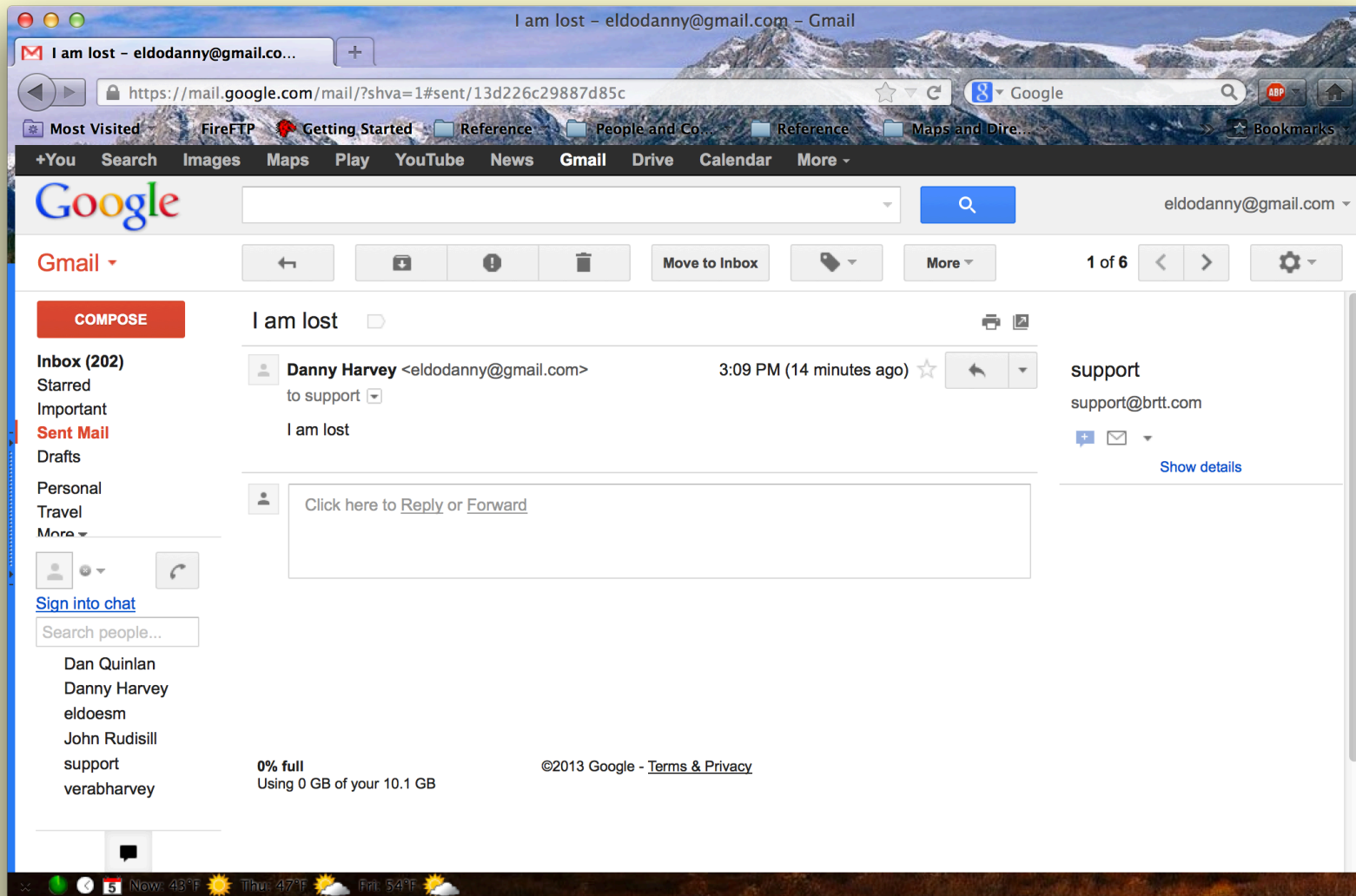
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Need to use *support@brtt.com*

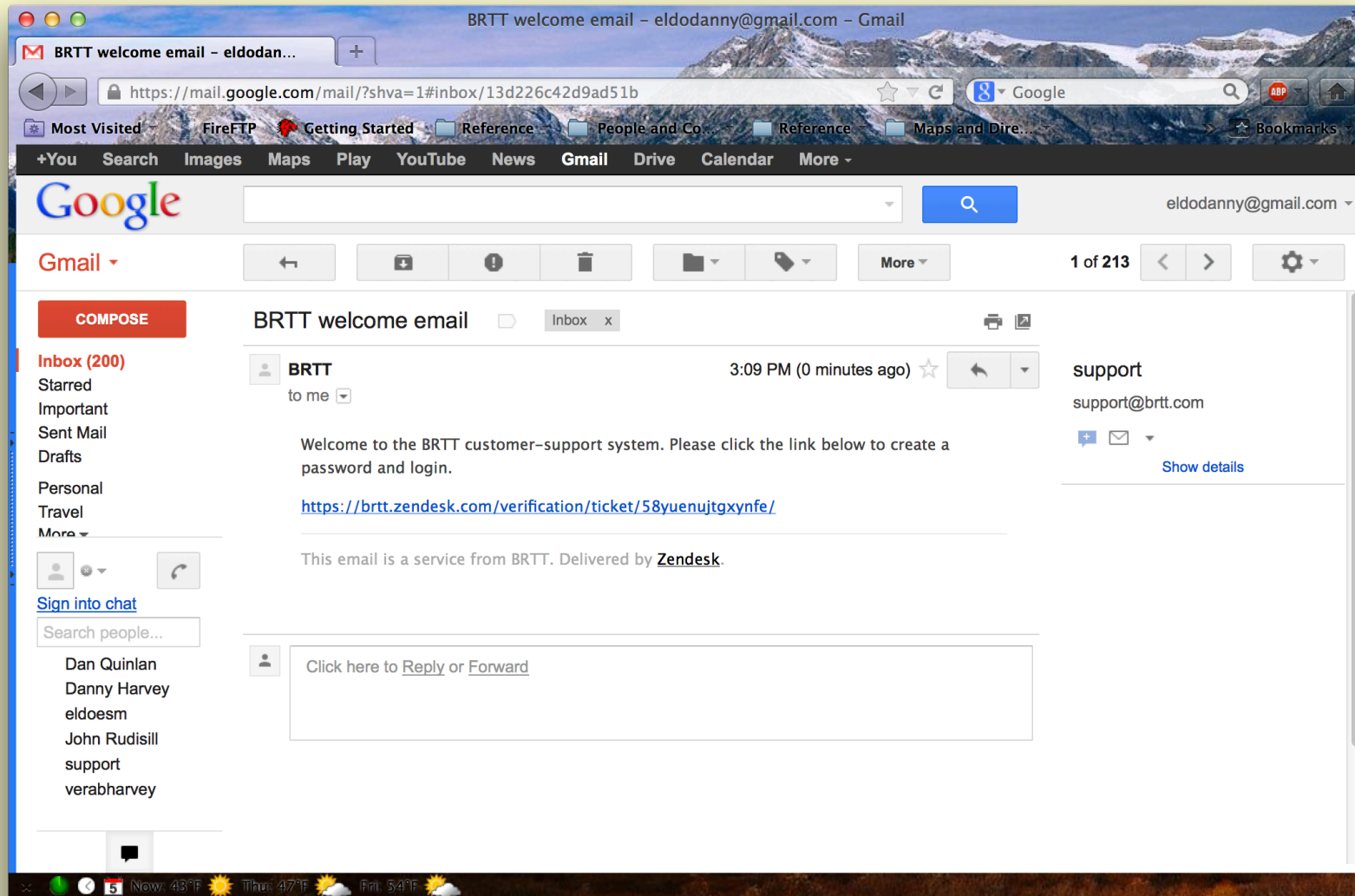
- YOU ABSOLUTELY MUST USE [support@brtt.com](mailto:support@brtt.com)  
WE WILL NO LONGER RESPOND TO SUPPORT  
REQUESTS TO OUR INDIVIDUAL ADDRESSES



# Email-based support requests



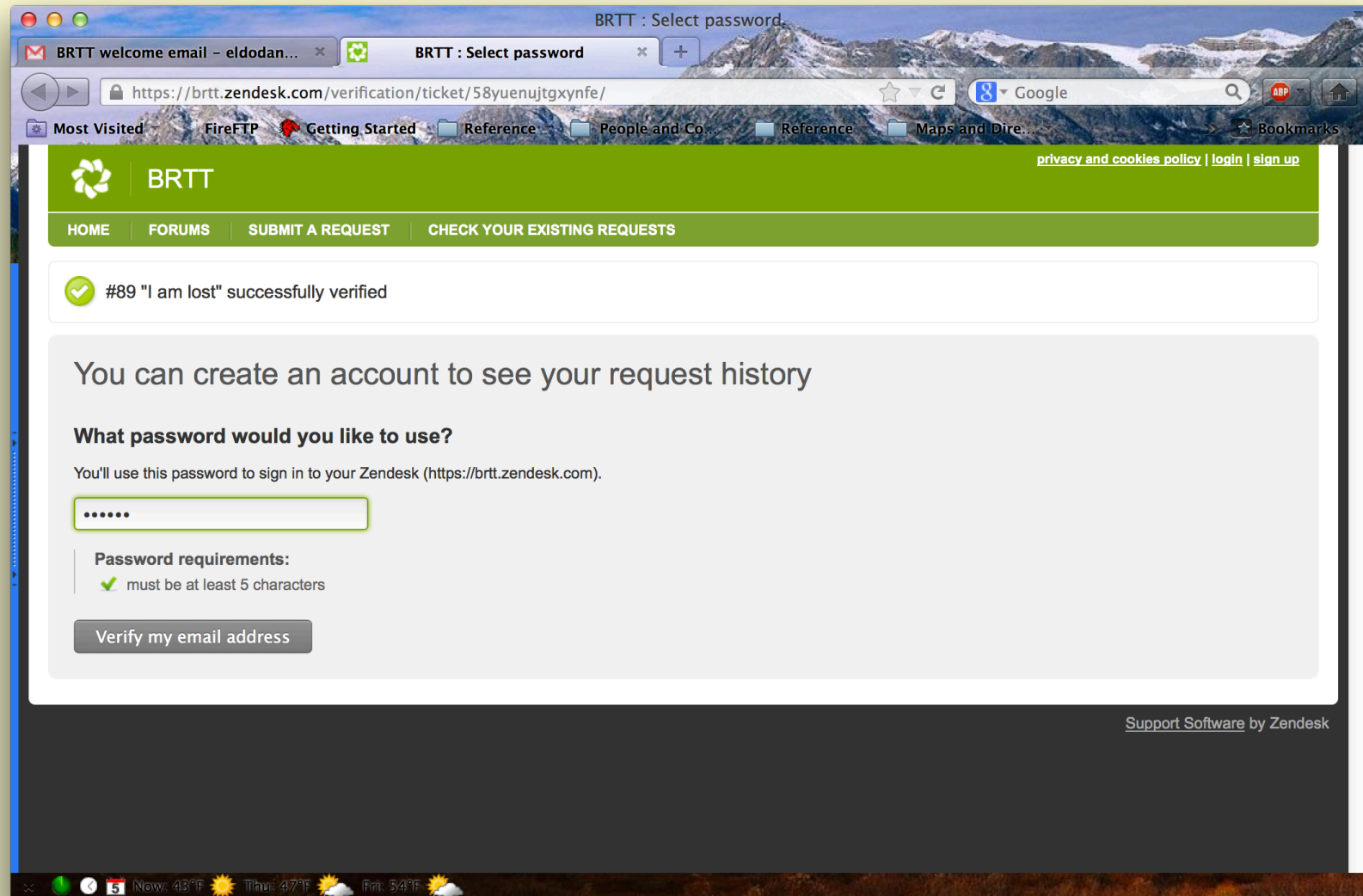
# One-time authentication



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# Associated web account



BRTT : Select password

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

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).

.....

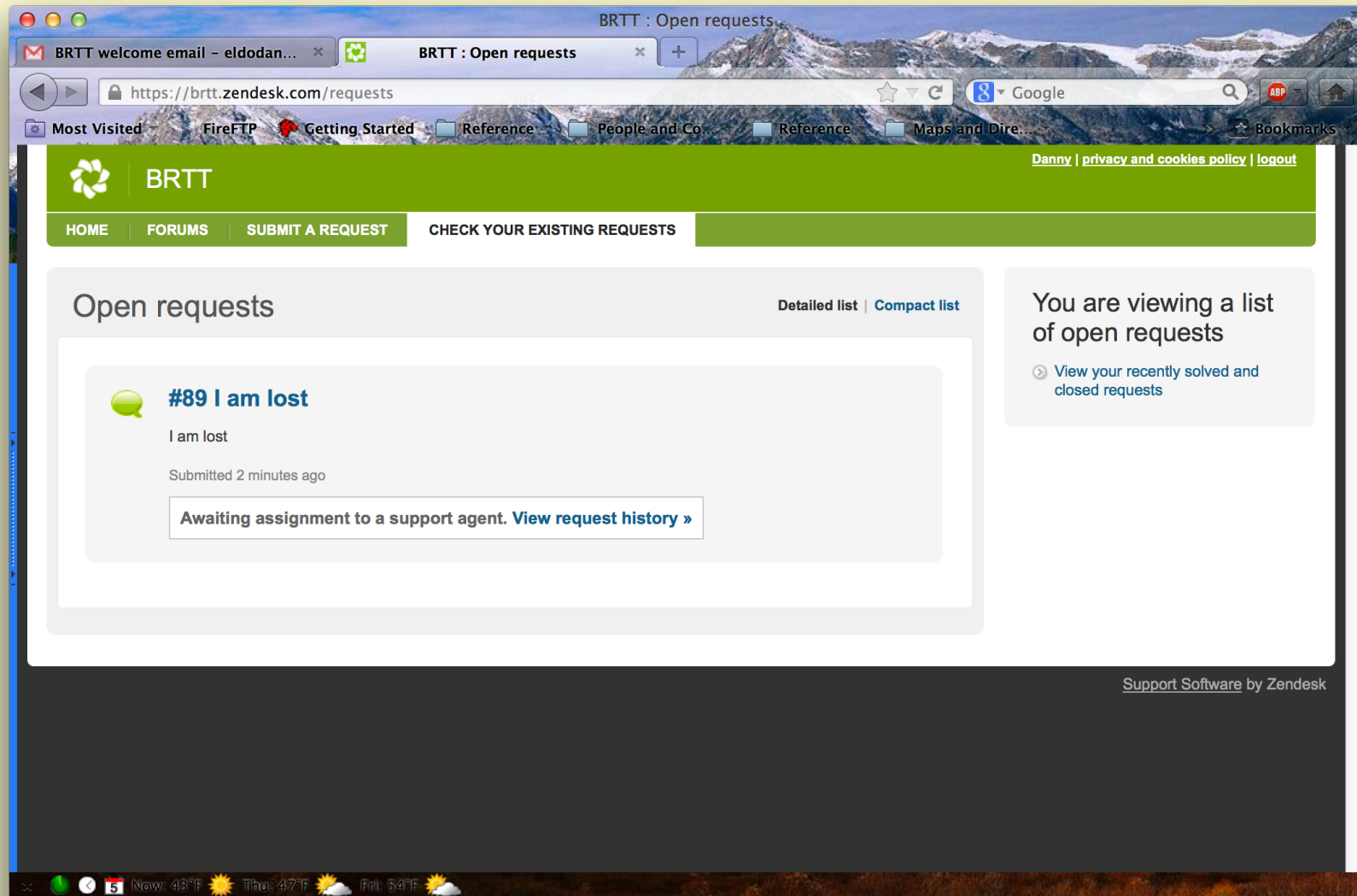
**Password requirements:**

✓ must be at least 5 characters

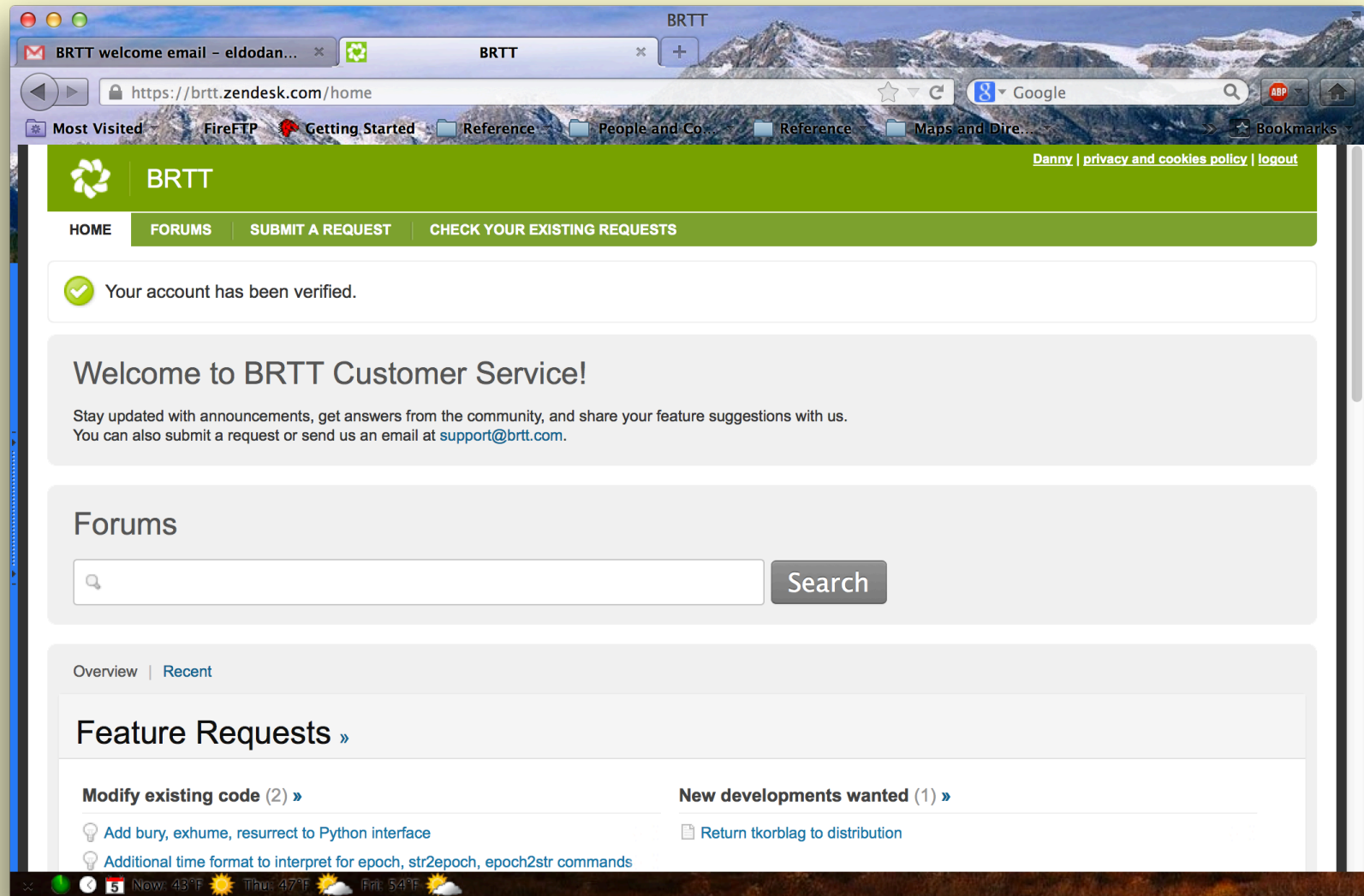
Verify my email address

Support Software by Zendesk

# Status View of each ticket



# Web-based ticket submission and overview



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# Standard email interactions

**BRTT support**  
To: Kent Lindquist  
Reply-To: BRTT support  
Re: [BRTT] cron-sysreport suffering from self fulfilling prophecy? [3FGF-KAM6]


May 30, 2013 11:28 AM  
[Hide Details](#)  
1

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

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

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

Hi Kent,


rtsnapshot from today is attached.

Regards  
Stefan

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

Attachment(s)  
[rt-Thursday\\_May\\_30\\_17.15.40.tar.gz](#)

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

Hi Stefan,

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

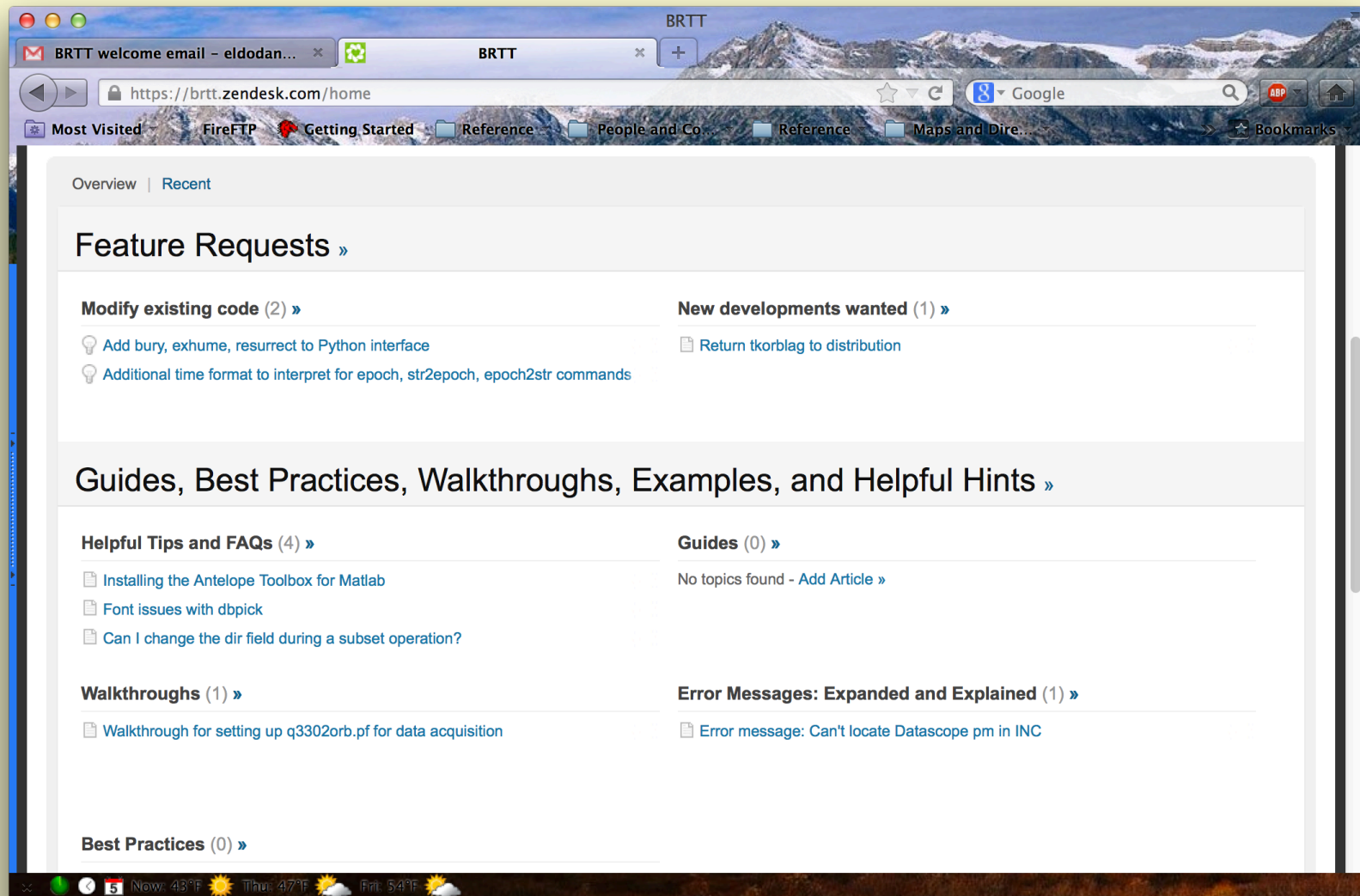
Thanks,  
Kent

**BRTT**

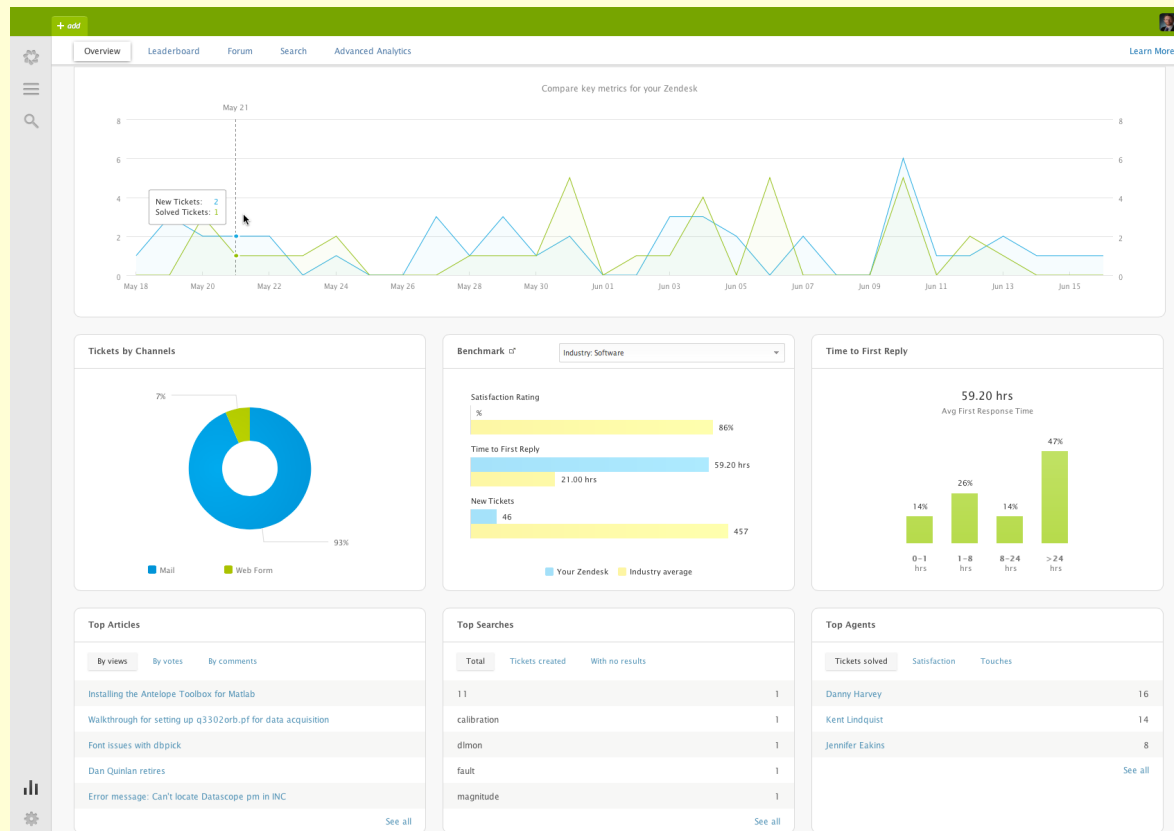
November 2013



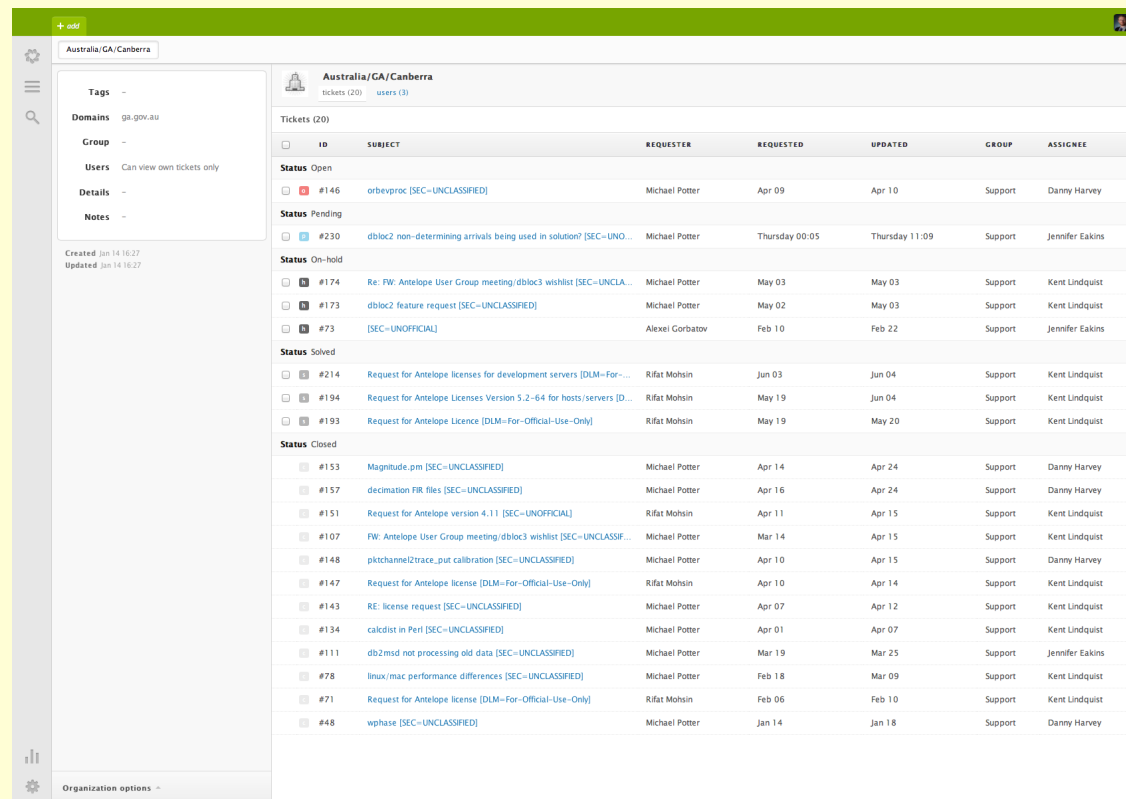
# Coupled forums, tips



# Internal Performance Stats

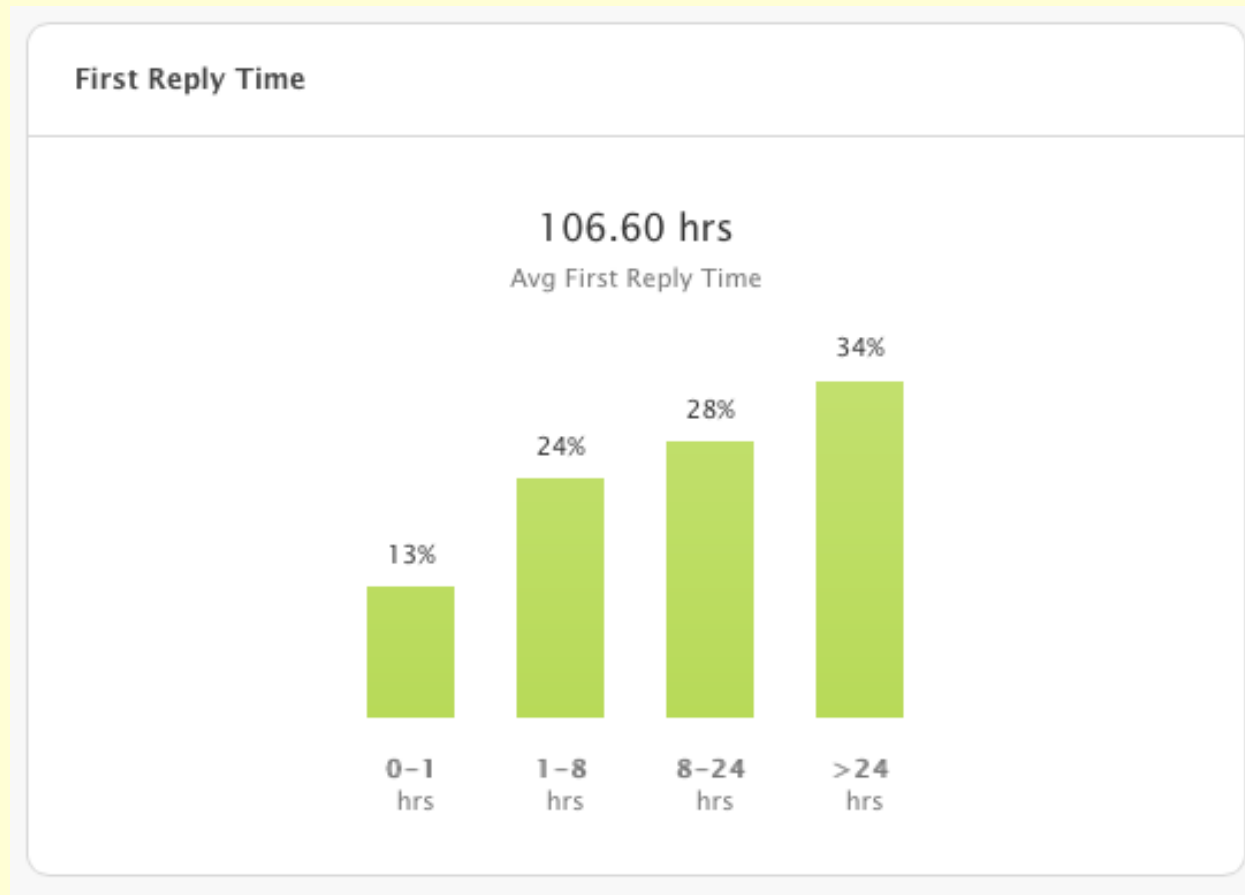


# Internal: Overview of tickets



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=UNCLAS...	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	pktnet2trace_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	caldist 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