Introducing the New Vector Solutions Support Center

Overview

The What: Over the last year, we have experienced a vast amount of growth and this has required us to reexamine the Support Center's infrastructure. While the current Support Center houses Journey documentation, it will be growing into a company-wide community for all of Vector's products.

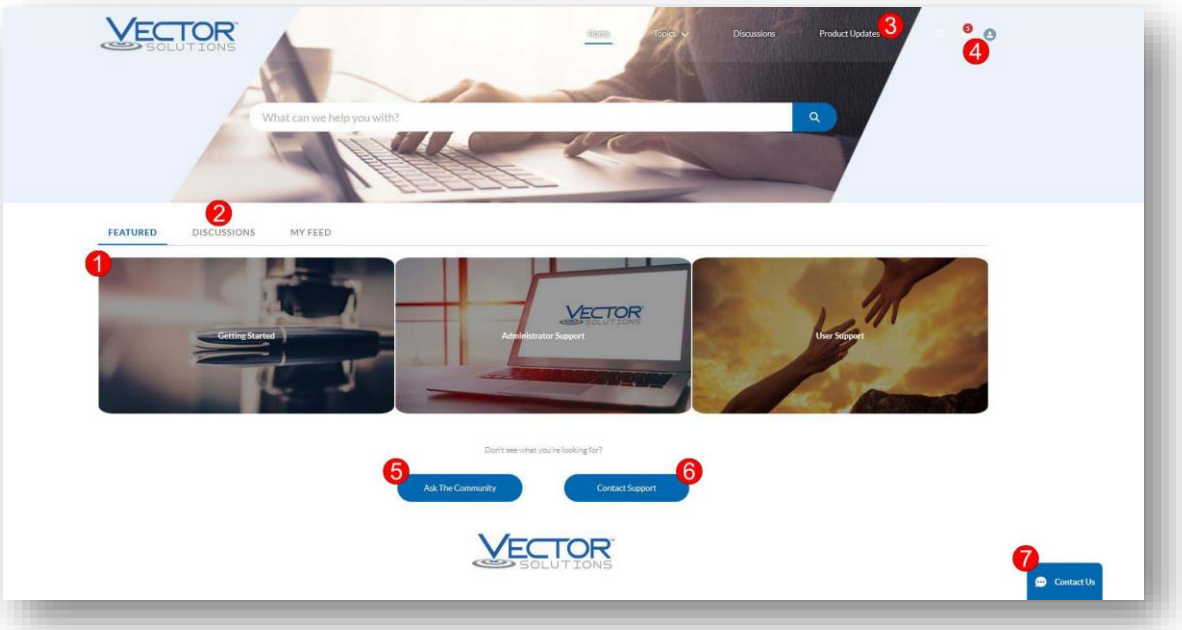
The Why: The reality is that Zendesk is not going to be serviceable for the kind of growth in documentation that we'll need in the foreseeable future. In addition to housing help documentation for our three business units (at the moment) and all of its associated products, we're also going to need a help site that offers branding options and the ability to segregate content so RedVector customers won't see TargetSolutions-specific help documentation and vice versa.

The How: Salesforce offers a solution that meets our long-term needs for branding and documentation. In addition, the new Support Center will be a community, meaning it will contain a message board, gamification (that's fancy talk for points and badges), instant chat, and an easier way to post updates and new releases (product, accreditations, content, platform, etc.).

The Where: Don't worry -- the subtle pop culture references and moderately-humorous jokes aren't going anywhere. All articles from Zendesk have been migrated over to Salesforce, complete with their respective images and videos. The URL (support.vectorsolutions.com) will also stay the same.

The When: Possibly within the next week. The change will be instantaneous.

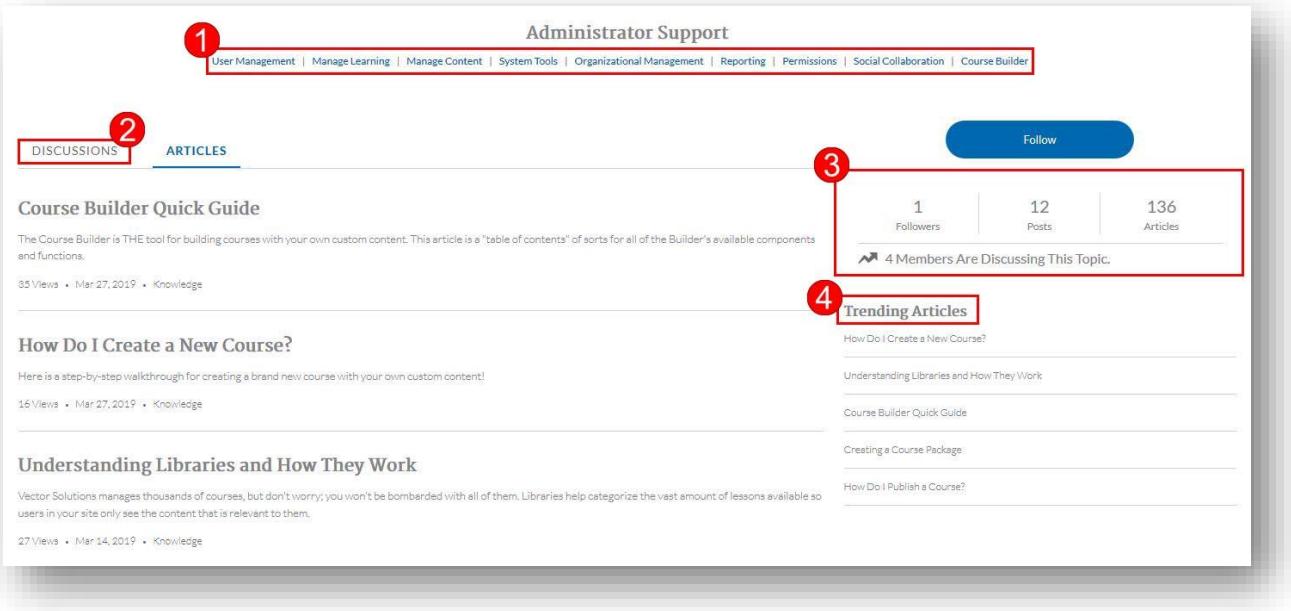
So…Can We See It?



The new Support Center takes on more of a graphical interface but maintains the same general structure as the Zendesk site. Let's examine each point in the screenshot:

1. **Main categories:** The current knowledge base is divided into three categories. They are:
    a. Getting Started: Contains guides for users and admins.
    b. Administrator Support: Contains admin-centered content.
    c. User Support: Contains content for general Journey user.
2. **Discussions:** This is the discussion board, which is also accessible on the top bar as well as by clicking the Ask The Community button (point 5).
3. **Product Updates:** Houses announcements, accreditations, content releases, and platform releases.
4. **Profile Information:** Access your personal site information including notifications from the discussion board.
5. **Ask The Community:** Links you to the discussion board.
6. **Contact Support:** Users can use this button to e-mail our support team.
7. **Chat With an Expert:** Users can use this button to start an instant chat with our support team.

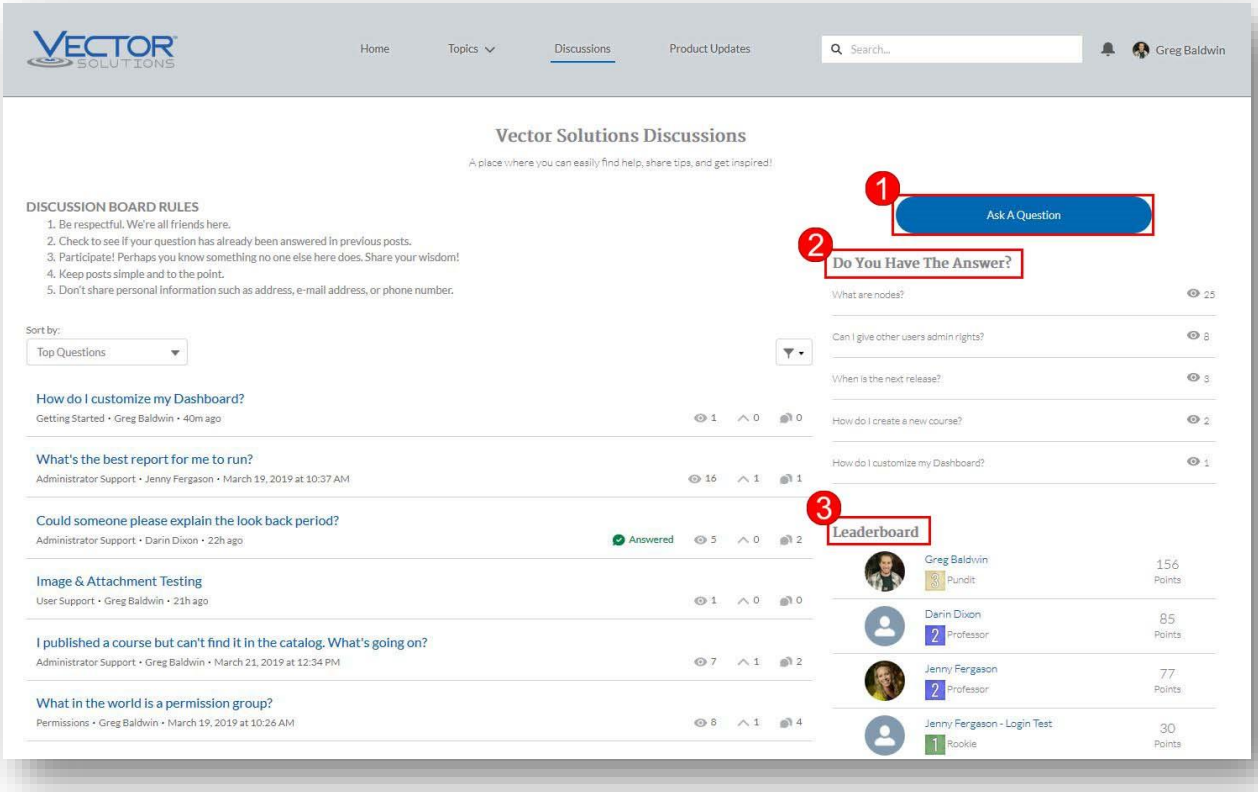
Exploring the Knowledge Base



Most people use the search function to find content and that's still the easiest way to locate something. But just in case, the above screenshot shows what it'll be like to browse the knowledge base. Some key takeaways include:

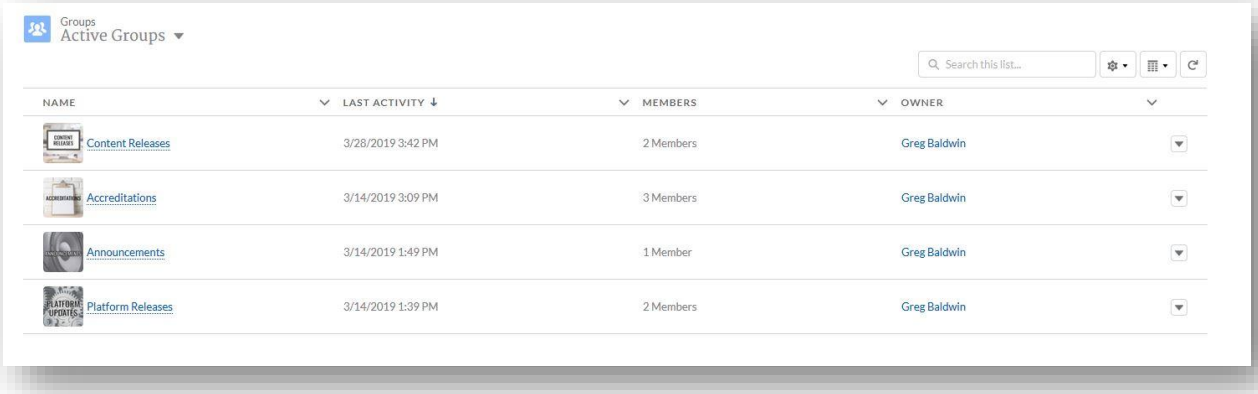
1. **Subtopics:** Think of these as filters to get exactly what you want. For example, if you click on the Course Builder subtopic, then you'll be presented with only Course Builder-centered articles.
2. **Discussions:** Click this tab to see what discussions are going on about the topics being searched.
3. **Discussion Statistics:** Just some stats on what's being discussed.
4. **Trending Articles:** Popular articles. This will change with regularity.

Join the Discussion!

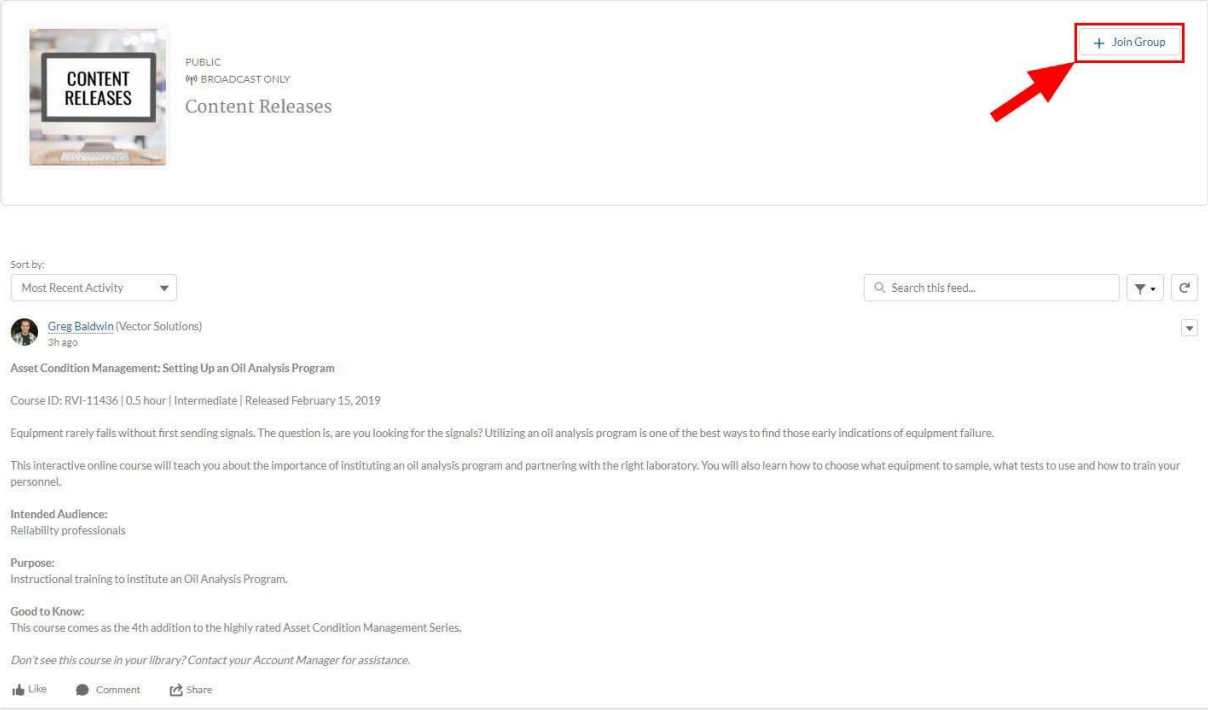


The Discussion Board is another feature designed to enhance our self-service goal. Users can ask (**point 1**) and answer questions and get real-time support. We'll be patrolling these boards, so no question will go unanswered (**point 2**) and we'll make sure no one gets out of hand. Gamification is a new feature, with points (**point 3**) and badges being awarded for community participation.

Stay in the Loop with Product Updates



One of the problems this section solves is consolidating the massive amounts of product updates into one convenient location. There were hundreds of updates in 2018 which amounted to an absurd amount of articles and maintenance. With this tool, we can effectively streamline all updates into one easy location.



Each section will take on a feed-style format with the most recent updates and posts appearing at the top. Users can “Like” and comment on updates with questions or concerns. What’s more is that users can click the “Join Group” button to receive e-mail notifications whenever a new post is made to the selected thread. For instance, if you want to receive an e-mail the second a new post is made to Content Releases, then this is now possible.

Can Customers Still Contact Us?

Yes, absolutely. While we are not including the phone number and e-mail address on the new Support Center, customers can still contact us via the discussion board, instant chat, or e-mail.