NOTION

FOR SUPPORT TEAMS

What we're going to cover

The plan

1

The training

2

The knowledge check
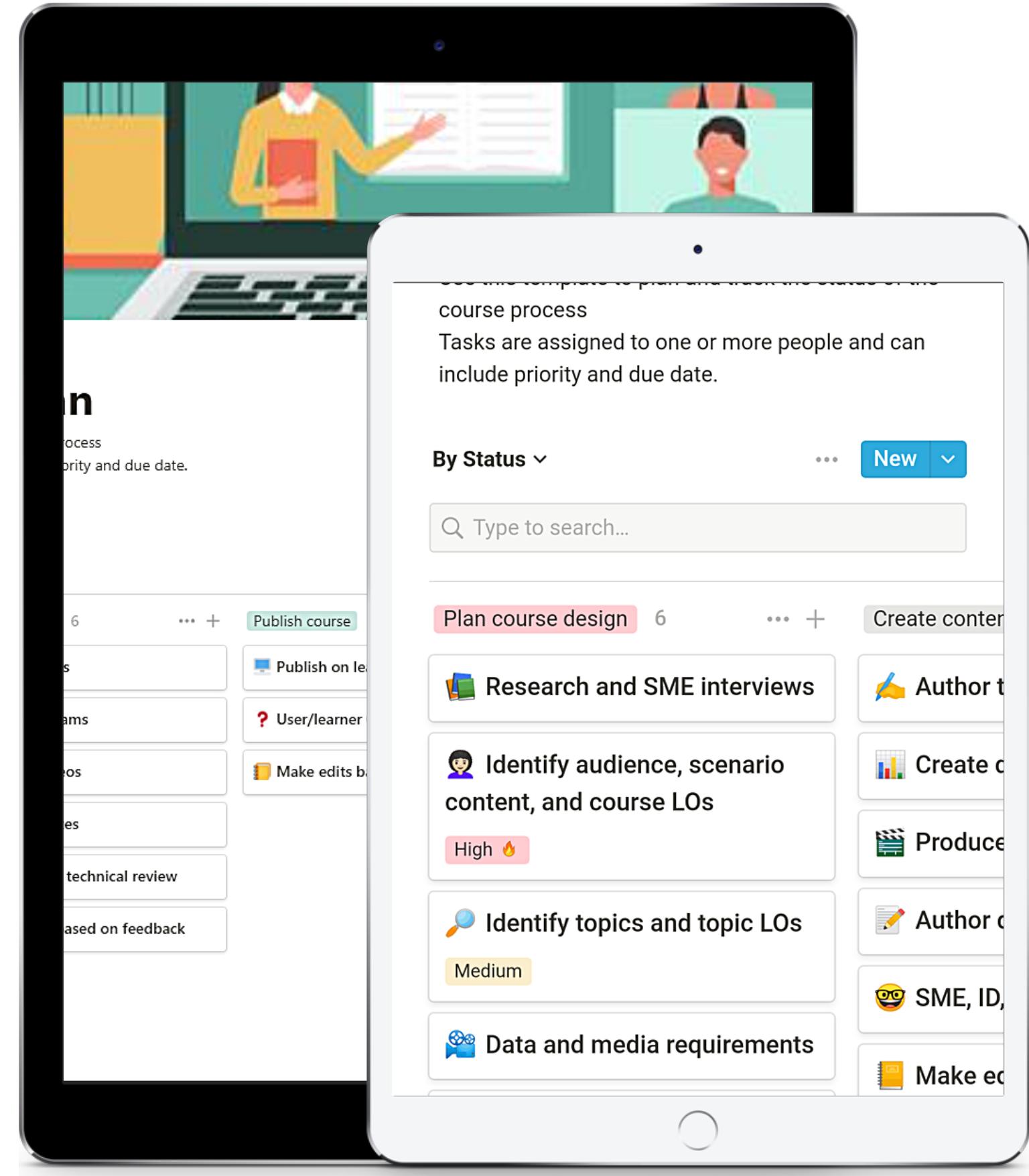
3

# **Course** project plan:
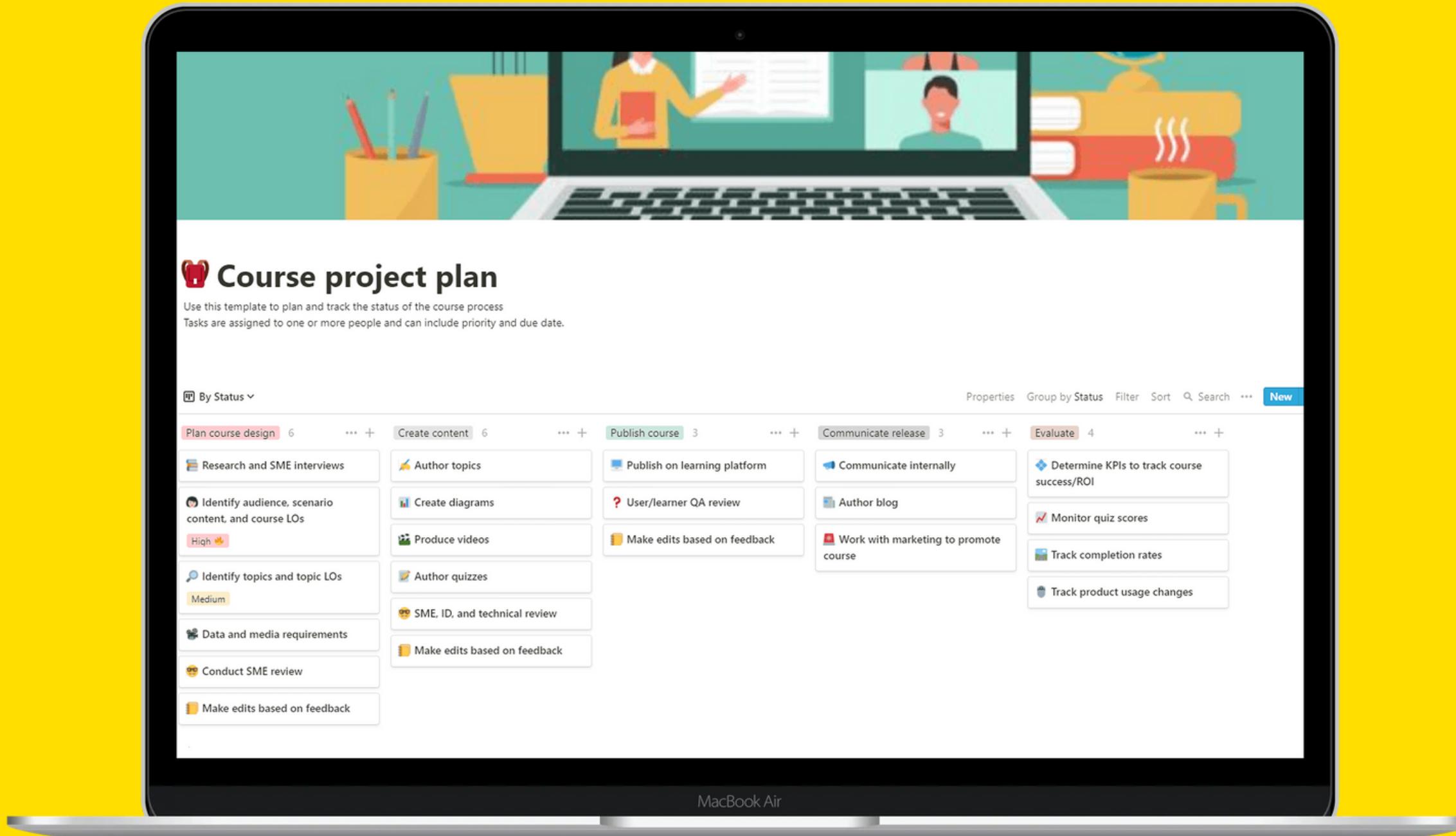
A framework for how I would construct a self-paced online course to teach Support teams how to use Notion.

It is imperative that customers have exceptional learning experiences when onboarding to a new software platform. Self-paced online learning courses are a significant part of this experience, and this course project plan ensures customers:

- Have all the necessary information
- Can intuitively navigate the experience
- Get active learning opportunities

The plan
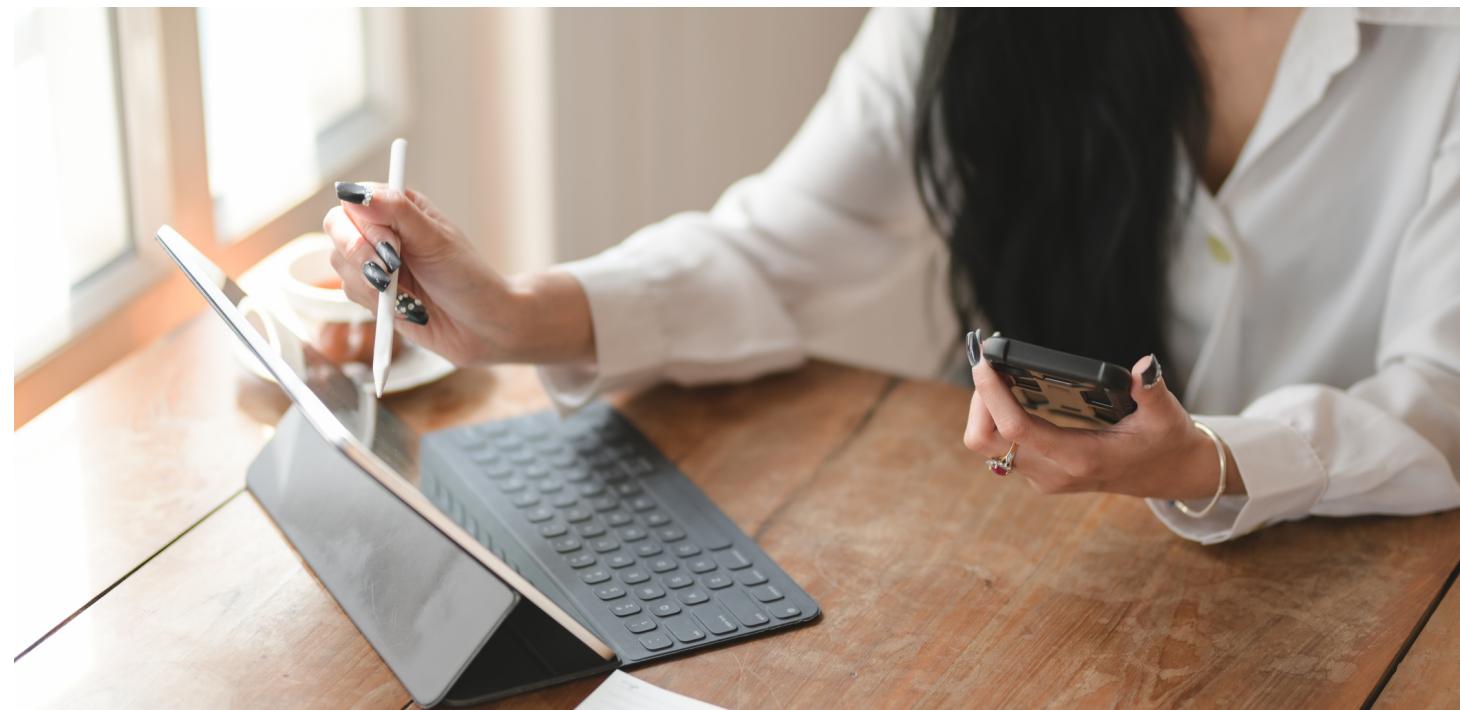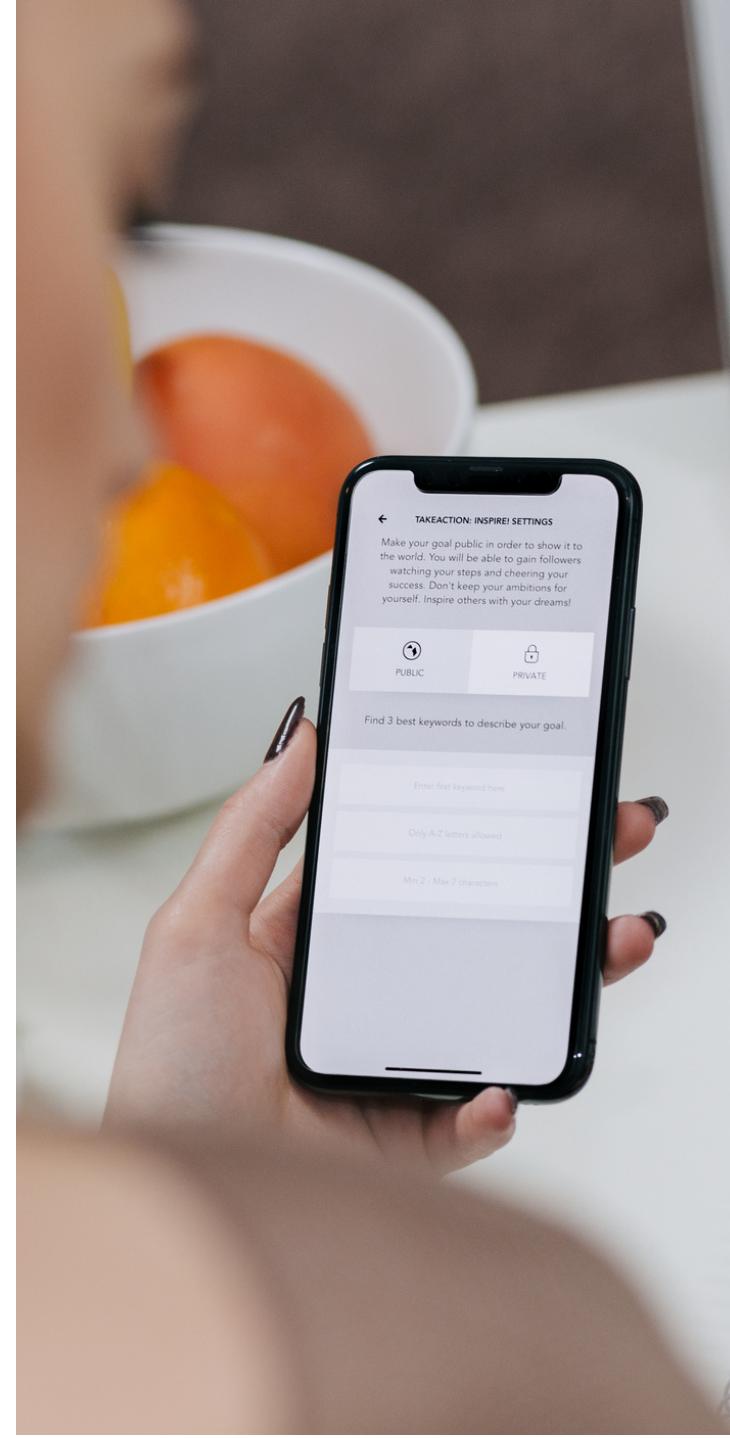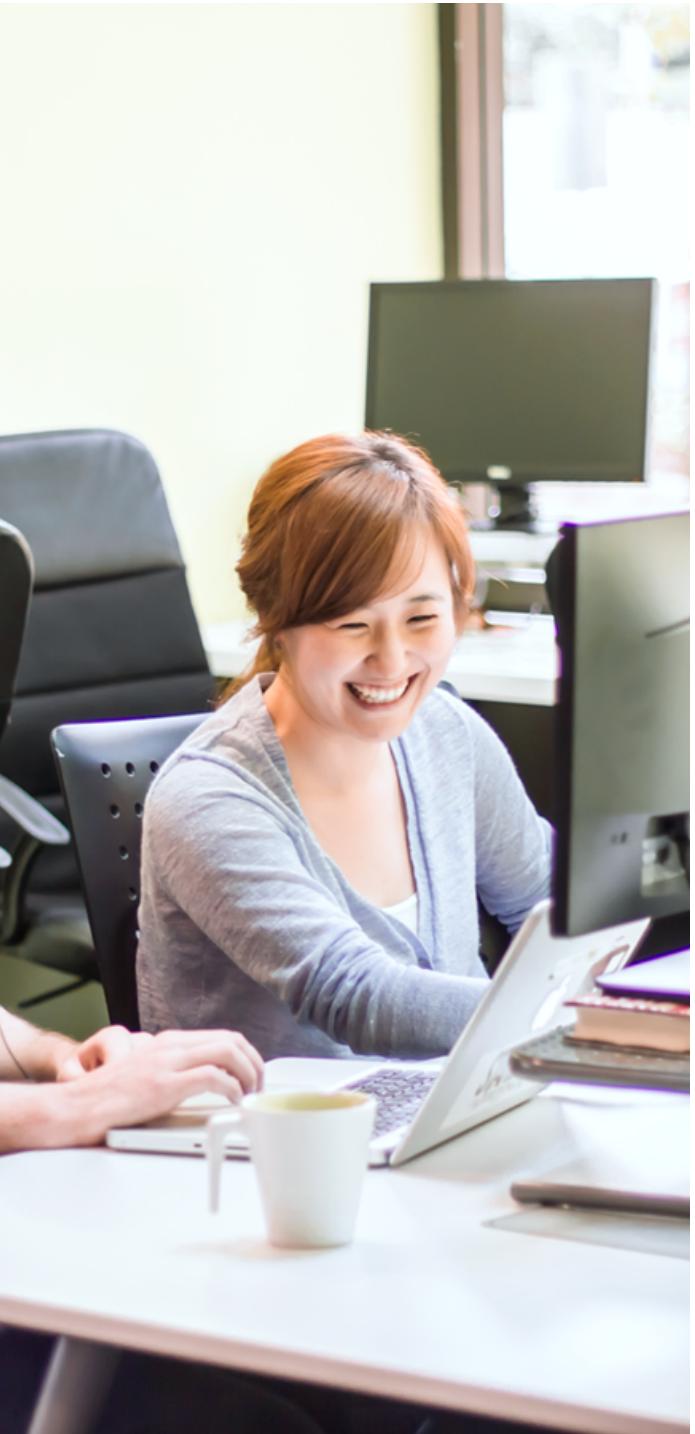
*For a more detailed view, see the image of the course project plan in my post

Audience

A support agent at an online clothing store. Moderate level of tech savviness.

Problem: Support doesn't have formal processes in place to help their customers. It's hard to effectively do their job and everyone has different ways of solving problems. Not only that, but support agents answer a lot of the same questions over and over again.They need a way to respond to these repeat questions and ensure all their users are getting the same customer experience.

Topics in the course

and learning objectives, of course

Set up Notion for your team

- Set up Notion for your enterprise and your team
- Connect all your teams in one shared space
- Build custom workflows

Create clear processes

- Create a process documentation center
- Share knowledge and collaborate

Answer questions at scale

- Build an FAQ database
- Standardize and speed up work with templates
- Tag questions so they are easy to find
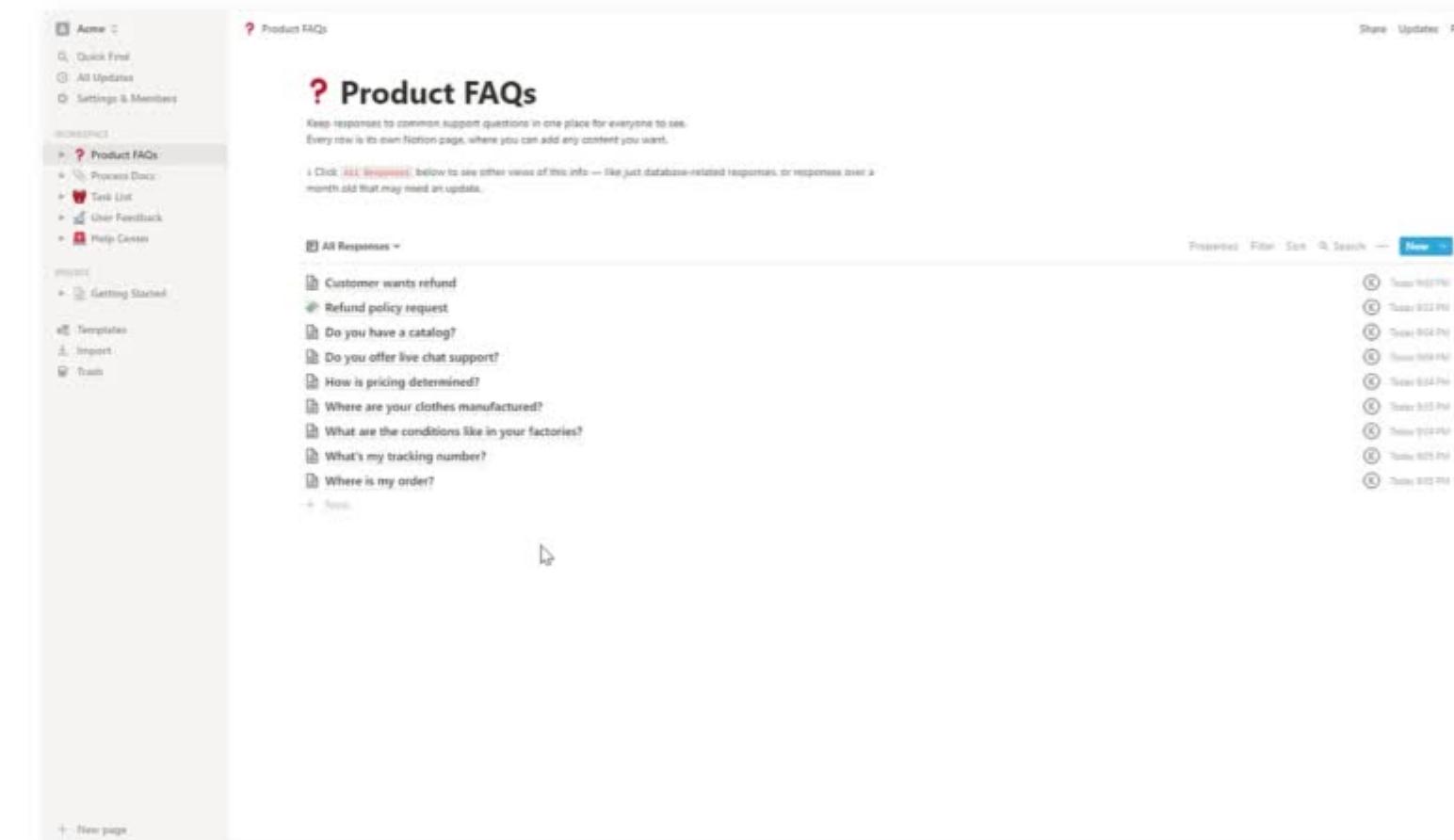
Track user feedback

- Centralize customer feedback
- Create a process to ensure feedback is consistently received

Answer questions at scale

Watch on YouTube

Check your knowledge!

You recently joined Acme as a customer support agent. Your team already has an FAQ repository on Notion and your manager has asked you to update the list with a new question and response. What do you do?

A: Navigate to the FAQ database and click the + icon to create a new page.

B: Navigate to the FAQ database and click the Page icon to create a new page.

C: You can't do anything because only the person who set up the database can add a new page.

D: Add a new page to your private workspace.

Check your knowledge!

You recently joined Acme as a customer support agent. Your team already has an FAQ repository on Notion and your manager has asked you to update the list with a new question and response. What do you do?

A:That's correct! Anyone in your team can easily create FAQ pages by clicking the + icon.

B: Oops! You're close, but you can create new FAQ pages by clicking the + icon.

C: Oops! Anyone in your team can easily create FAQ pages! Just click the + icon and you're on your way to standardized responses!

D: Oops! If you add a new FAQ page to your private workspace, your team members won't get the benefit of seeing your work!

Check your knowledge!

You're finding it hard to locate the correct question and answer templates that you need in Notion. What can you do to improve your FAQ searchability? Select the best option.

A: Use Excel to categorize your FAQs and link to Excel from Notion.

B: Add a property to each page that identifies the category the page falls under.

C: Use emojis to make certain pages stand out.

D: Filter by the page creator.

Check your knowledge!

You're finding it hard to locate the correct question and answer templates that you need in Notion. What can you do to improve your FAQ searchability? Select the best option.

A:Oops! One of the main values of Notion is centralizing your work within one app.

B: That's right! Properties give databases all kinds of context and you can use them to filter, sort, and search your data.

C: Oops! Emojis do help your pages stand out, but they won't help you filter, sort, or search your data.

D: Oops! You can filter by the page creator, but this may not always be the best way to find the answers you're looking for.

THANK YOU!