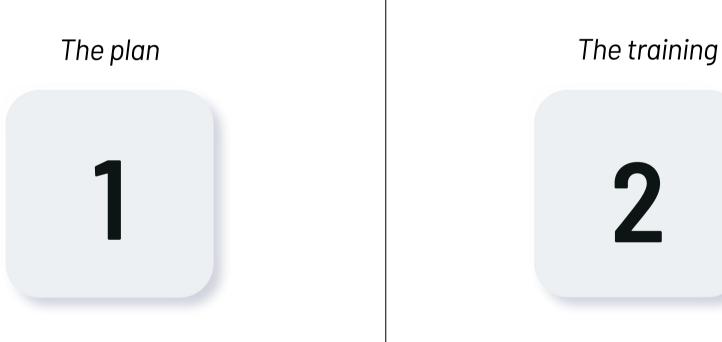
NOTION FOR SUPPORT TEAMS



All-in-one workspace One tool for your whole team. Write, plan, and get organized.

What we're going to cover



The knowledge check

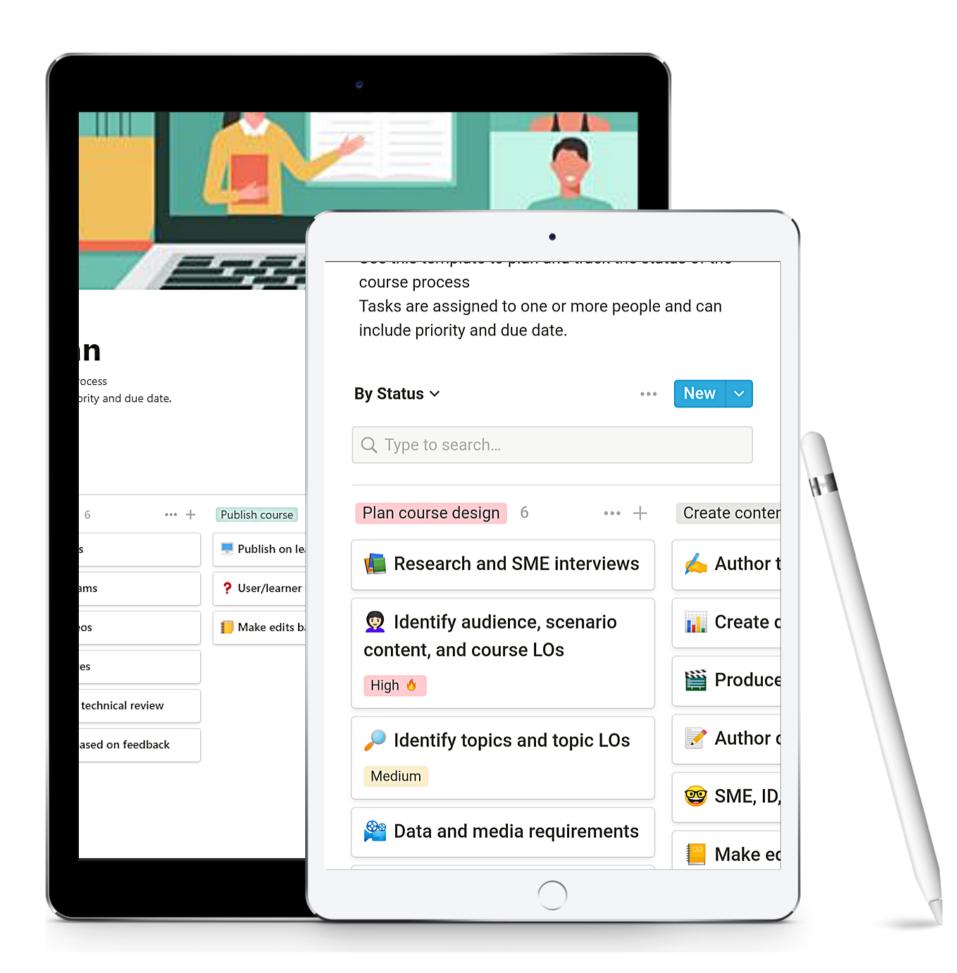


Course project plan:

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

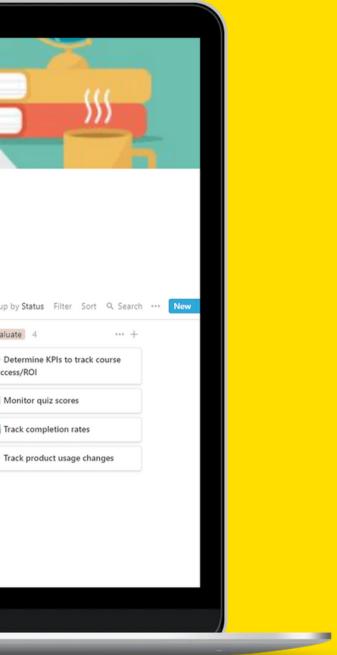


🗑 Course project plan

Use this template to plan and track the status of the course process Tasks are assigned to one or more people and can include priority and due date.

Research and SME interviews Author topics Identify audience, scenario content, and course LOs High ** P Identify topics and topic LOs Medium Data and media requirements Make edits based on feedback Make edits based on feedback	Plan course design 6 ···· +	Create content 6 ···· +	Publish course 3 ···· +	Communicate release 3 ···· -
content. and course LOs High # P Identify topics and topic LOs Medium * Data and media requirements * Conduct SME review	hesearch and SME interviews	🖌 Author topics	Publish on learning platform	 Communicate internally
High * Identify topics and topic LOs Medium Data and media requirements Onduct SME review Make edits based on feedback	-	🖬 Create diagrams	? User/learner QA review	The Author blog
		Produce videos	1 Make edits based on feedback	
Image: Solution of the second seco		Author quizzes		
Conduct SME review	Medium	🤓 SME, ID, and technical review		
	📽 Data and media requirements	Make edits based on feedback		
Make edits based on feedback				
	🤓 Conduct SME review			

*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 FAO 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 YouTub

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Answer questions at scale

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	Keep responses to common support questions in one place for everyone to see. Every row is its own Nation page, where you can add any content you want.
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ladao -	Do you have a catalog?
6.	Do you offer live chat support?
	The How is pricing determined?
	It Where are your clothes manufactured?
	What are the conditions like in your factories?
	The What's my tracking number?
	Where is my order?
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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.



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!



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.



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!