amplifi

Launch of Action's Team Inbox / Help Desk

2020-01-01 - Marco Vescio - Announcements

We are making it easier for you to communicate with us and track all that communication!

Starting in 2020, we are soft launching our Team Inbox/help desk, which we're calling ***Desk***. This will help us streamline and better manage our interactions with you. We are excited to have you as part of our soft launch and thank you for being part of this process.

What does this mean for me? Do have to do anything different?

You will now submit all requests -- and receive all replies -- from our team inbox, desk@amplifnp.com.

Each email will now create or be part of a "ticket"

Wait, what is a ticket?

A ticket is simply a conversation or email thread: multiple emails logically grouped together under a singular topic. What makes a ticket different from an email thread/chain or conversation (like you'd see in Gmail or Outlook) is that we assign a unique number to that conversation and call it a Ticket. A ticket can be assigned and reassigned to the different team members and closed/archived when completed, for posterity.

But I like working with my current team!

Aww, thanks! We like you too. Which is why you'll continue working with the same team, but communicating will be easier – one email address reaches your whole team!

Is that it? Just a new email?

Not at all! Our team inbox is part of a help desk which includes many new features to better service you including the portal you're reading this article on! Accessible at desk@amplifnp.com.

Features on the Portal include:

- News, such as updates or announcements
- **LOGIN** using your work email to
    - Open new tickets
    - See all open tickets, ticket details, agent assigned, status, and post your own updates
    - See all closed/resolved tickets
- A **knowledgebase** of commonly asked questions (we're working on it!)
- In-depth product **guides** of the various services we offer, how they work, and how to work with them. (coming soon!)

Why is this better for me as a customer?

Ultimately, the change makes email communication easier and more reliable. Other perks include:

- Major issues? We can escalate and sort incoming tickets to ensure your request is a time-sensitive priority.
- Your project manager is out all week? We have quick and easy insight into what you've been working on and someone else will help you continue the conversation and keep your projects moving!
- Not sure of who you need to contact? Just submit your request to the Desk and we'll handle the rest.

Gone are the days of having to CC everyone on *our* end!
- We'll do our best to keep tickets, threads, and conversations on-topic so they're easy to find, track, and reference! Conversations, even once they've been marked closed or finished, stick around for posterity and are easily accessible online.

What happens when someone replies to an email I've sent to desk@amplifnp.com. **or when I reply to an email from** desk@amplifnp.com.**?**

All responses from our new customer Desk will be from the same email address, desk@amplifnp.com. but have the display name of the person replying to you (Marco Vescio desk@actiongraphicsnj.com).

Just click "Reply/Reply All" and we'll sort and organize your response correctly, even if your reply is for someone else.

Can I still contact you directly?

Absolutely! Everyone's individual emails still work and will continue to work. Not all teams will be utilizing the new customer desk immediately as we are releasing it to both customers and internal departments in phases. The soft launch of Desk will include the Projects/Account Management Team, Data Team, and Creative Team.

When will this launch fully?

We expect to have all customers converted and be handling 100% of email communications through our centralized team Inbox, *Desk*, in the end of first quarter of 2020.

Okay, but I have a question or problem.

Contact me directly! david@amplifinp.com or 973.633.6500 x451