

Tool User Guide: REDACTED

Who should follow this Tool User Guide?

- Accounts & Billing
- Consumer CS Routing
- REDACTED
- Sales
- REDACTED
- SMB
- Social Media / Community
- REDACTED

What is this Tool User Guide about?

This Tool User Guide (TUG) describes the features and usage of REDACTED including creating and managing submissions.

Table of Contents

1. What is REDACTED	
2. REDACTED Process	
3. REDACTED Site Overview	3.1 How to navigate the REDACTED 3.2 Locating and voting on an existing REDACTED item 3.3 Creating a new REDACTED item 3.4 REDACTED item status

4. Submission Guidelines for REDACTED	
5. Frequently Asked Questions	

1. What is REDACTED ?

REDACTED is a forum that enables support advocates and engineers worldwide to provide us with direct, closed-loop feedback on all aspects of their experience, including support policies, processes, content, tools, products, and training.

REDACTED is located at REDACTED .

- REDACTED relies on your experienced use of our content, processes, policies, and products to suggest ways to make them better. You are empowered to provide direct feedback and engage in a two-way discussion on suggested changes and improvements.

[Return to top](#)

2. REDACTED Process

If you identify an error, a gap, or have a new idea to improve content, policy, process, products or training: Search the REDACTED site for similar items. Vote up these up and add your comment to increase their impact.

1. If you don't find a similar item, create a new one!
2. Moderators, including content owners, Technical Advisors, and Support Planners, review and acknowledge new submissions daily, providing clarification if the information already exists or identifying items needing more work.
3. If more information is needed, the item status will be set to "Additional information required".
 - If there is no response within about two weeks, the item will be resolved, but can be reactivated with the new information at any time.
4. When an item is answered, or a change is complete, the status will be updated to "Actioned and resolved" with a Closed Reason that indicates what action occurred.

5. Some items may be redirected to a more appropriate path when necessary, such as engaging team leads for access issues or tool failures.
6. You may still comment and vote on resolved items.

[Return to top](#)

3. REDACTED **Site Overview**

3.1 How to navigate the REDACTED site

- Use REDACTED to report site issues or provide additional information not suitable for posting on the site, such as Service Request numbers. If you are responding to a specific item, include it in the subject line, like "REDACTED item 123".
- The **Posting Guidelines** pop-up covers what should be included for positive or negative feedback.
- REDACTED links to the Data Protection Notice.
- **Win Wire** identifies items and author sites that have made helped to make improvements, and the **Did You Know?** page provides tips for posters and submissions.

[Return to top](#)

3.2 Locating and voting on an existing REDACTED item

REDACTED IMAGE

Each item is listed by ID number in descending order.

You can:

- Review item details by selecting the number or by selecting **Info** under the **Interact** header.
- Vote on items by selecting the **vote** item shown in the red box. Only one vote is allowed per advocate per item.
- Review items unfiltered ('No filter'), by selecting a view filter, such as 'My Submissions,' or by a line of business.
- Search for terms and items with the search bar at the top of the page.

Selecting the blue **New Item** bar at the bottom of the page starts a new item.

[Return to top](#)

3.3 Creating a new REDACTED item

Fill in and select the applicable option from the boxes, shown below. *You must* complete the marked boxes to create the item.

REDACTED IMAGE

- **Issue** – This is a brief description of the issue. More detail can be left below.
- **Product You Support** – Choose the product that you support.
- **Company** – Choose your vendor company unless otherwise advised.
- **Site** – Select from the site you work from.
- **Category** – Pick the applicable category that you wish to be improved, such as content and training. This may vary depending on the company and site you previously chose.
 - For certain products and sites, you may be prompted for additional information, such as the subcategory of the feedback.
- **Impacted Products or Services** – Select the product or service that you are leaving feedback for. This is intended to capture cross-product dependencies, such as product support on software product.
- **As an estimate what is the frequency of the event** – Select how often you or the customer faces the issue, is it rarely? Or every touch?
- **Link** – If applicable, leave a link for any relevant webpages.
- **Description of issue** – Describe the issue in more detail, including the problem and the desired outcome. If the feedback is related to a specific article, include the article ID and describe the scenario or issue you are having issues solving. See REDACTED section in this article.
- **Attachment** – Attach screenshots, documents or mock-ups. Do not capture or include personally identifiable information. For details on PII, see KB REDACTED.
- To propose an update to an existing article, you may attach a Word document with “Track Changes” turned on (Review>Track Changes) and include any additional comments.

To submit the item, select **Save**.

You can check the status of your feedback by selecting the **My Submissions** view button.

[Return to top](#)

3.4 REDACTED item status

Item status is a quick reference to identify the stage of a suggestion.

- **New** – The item has recently been submitted and awaiting moderator review.
- **Additional advocate info required** –The moderator has requested more information to determine next steps, as detailed in the moderator comments.
- **In Progress** – The moderator has requested additional internal review or work is in progress.
- **Actioned and Resolved** – The feedback resulted in some action. This may include a clarifying response from the moderator, a change to an article, updated customer-facing content, or other result as indicated by the closing moderator comment.
- **Resolved** – The item has been reviewed, but the moderator could not act (for example, insufficient information provided to make a change).
- **Duplicate** – Another version of this feedback already exists. Please vote up the listed item to maximize its impact!
- **Directed to Mission** – The item involves a tool break or other situation that the moderators cannot affect. You will be directed to engage your team or technical lead.
- **Out of Scope – Tools** – The item is a tool feature request beyond the moderator’s scope. The moderator will provide the recommended feedback path.
- **Out of Scope – Training** – The item addresses a training issue beyond the moderator’s scope. The moderator will provide the recommended feedback path.
- **Out of Scope – Product** – The item includes a product feature request or break. The moderator will provide the recommended feedback path.
- **Resolved** – Items set to a resolved status, anything not New, In Progress, or Additional advocate info required, will include a description of how it was resolved in the **Reason for closure** field.
- **Change Implemented** – The team has made the suggested changes. See the moderator comments for details.
- **Clarification Provided** – The moderator has clarified the issue in their comments.

- **Closed – As Designed** – The subject of the item is as it was designed. This may also result from lack of response when more information is needed. See the moderator comments for details.
- **Closed – Declined** – The item was reviewed by the applicable team and the suggestion was declined.
- **Submitted for future consideration** – The suggestion cannot be implemented currently but has been included for later feature sets. Items that require significant engineering resources or affect future tool features are more likely to be closed with this reason.

[Return to top](#)

4. Submission Guidelines for REDACTED

We are here to help you provide a great customer experience. Here are some tips to asking a good question or making a good suggestion for change.

Review existing resources

Have you searched support.website.com,

Knowledge Desk and other internal resources before asking a question? If you found information outside of these resources, sharing your research helps everyone. Tell us what you found and why you needed to get information outside of the company. This helps us identify gaps in our existing documentation, some of which may be by design, and saves us from restating obvious answers.

REDACTED itself is a resource to leverage. If someone has already addressed the topic, please vote that item up to better represent its impact.

Stay on topic

The scope of issues we can address through REDACTED are covered in detail on the **Posting Guidelines** page. These are reinforced through the new item form options. Please keep new questions and suggestions focused to these areas and avoid asking for opinions or open-ended questions. If you have an issue with or question about the site itself, please use the Website Feedback link to contact our site administrators directly.

Make it relevant to others

We like helping as many people at a time as possible. If you can show how your question or idea affects others, it increases the impact and makes it more likely to get attention.

Be open-minded

The response we can provide may not always be the one you expect or want to hear, but that doesn't mean it is wrong or that we wouldn't like to answer differently. We will always try to provide references and rely on subject matter experts and decision makers. Even if we don't agree with your proposal or perspective, remember we are all here to help our customers.

[Return to top](#)

5. Frequently Asked Questions about REDACTED

Q: What is REDACTED

A: REDACTED is a SharePoint-based platform that enables Support advocates to provide us with direct feedback on policy, process, training, and content.

Q: What about Tools and Product feedback?

A: Currently, tool and product feedback have other avenues. Please use the respective links on the **Posting Guidelines** page to leave this feedback.

Q: If I enter a feedback at the wrong location, what happens?

A: Our moderation team will respond back and recategorize as needed

Q: Who is looking at my REDACTED item once submitted?

A: A moderation team reviews and responds to all submissions. Site leads may review items from their site for training purposes.

Q: How long does it take to look at a submission?

A: The moderation team has an initial response goal of 24 business hours.

Q: What happens once a REDACTED item is created?

A: Once a REDACTED item is created, one of the moderators will review it within 24 hours to determine if additional action or internal review is needed.

Q: Can advocates comment or request additional information once an item has been resolved?

A: Yes! You can always provide additional feedback, even after a submission has been resolved.

[Return to top](#)