

# **Customer Service For Sysadmins**

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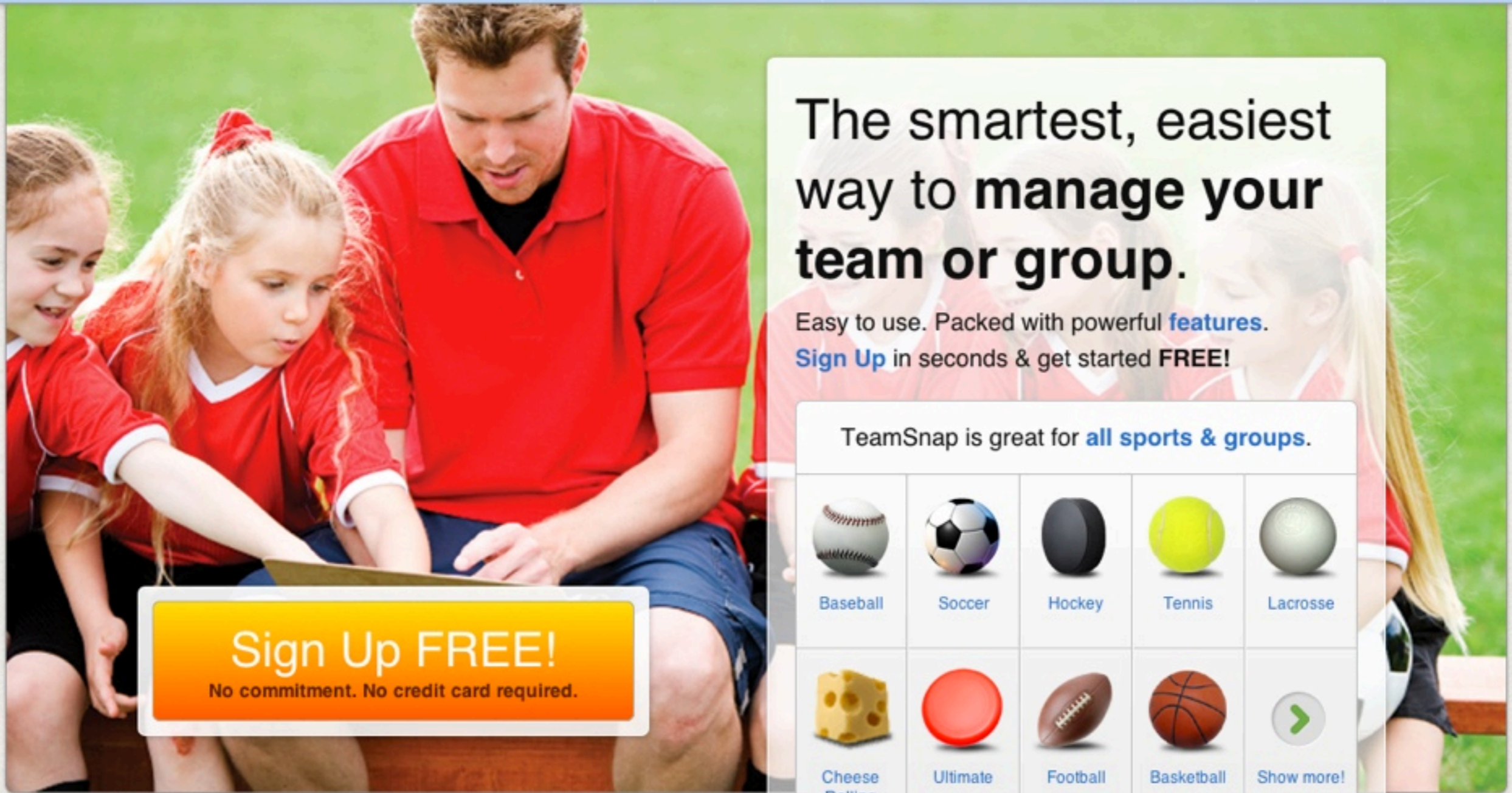
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# The smartest, easiest way to **manage your team or group.**

Easy to use. Packed with powerful **features.**  
**Sign Up** in seconds & get started **FREE!**

TeamSnap is great for **all sports & groups.**

 Baseball	 Soccer	 Hockey	 Tennis	 Lacrosse
 Cheese Rolling	 Ultimate	 Football	 Basketball	 Show more!

**Sign Up FREE!**  
No commitment. No credit card required.

Are you a player looking for your team? [Here's help.](#)

## Why teams, leagues and players love TeamSnap.



You only have to talk  
to the customers  
you want to keep.

# The TeamSnap Story



Customers can be  
inside your  
organization or out

What is great  
customer service?



*“Hello, no kidding really do want to say 'thanks for listening'! I have no idea the last time one of these 'submit feedback' type of things actually responded or listened.”*

*“We had a request 'can you tell us the order of sign up on availability' - not only - drop dead through shock - did you acknowledge in a friendly personal way, but i can now see its on your 'working on it' list.”*



Any sufficiently  
advanced technology is  
indistinguishable from  
crappy customer  
service.

**GROUPON**<sup>®</sup>

**facebook**



Deals

Google offers 

  
livingsocial



**APPSUMO**



Why are sysadmins  
(stereotypically) bad at  
customer service?

# The Five Customers You Meet in Support

- Power Users
- Regular Ol' Everyday Users
- Reluctant Users
- The Totally Clueless™
- Asshats



*“Our team manager signed up for TeamSnap. I would give it a 0 out of 5, right now.”*

*“I do not want this at all and have no need for it. Please do not try to sell me anything or ask me for any money. I have no money. Thank you!”*

Build tools for  
your users



Make it super-easy to  
contact your support  
staff by email.

Put everyone in the  
company on customer  
support.



Don't withhold support  
from free customers.

Say no.

But you know, nicely.



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