



How to Respond to Support Questions From Twitter

When a user or prospect tweets at us with a support question, respond to them directly in Twitter letting them know that our Support Team will be reaching out directly.

- Peggy on Marketing will ping @cust-support in the #social Slack channel to alert them of the Customer question.

For the Support Team:

1. Log into Intercom "Platform"
2. Search for the customer's user account, and click into their User Account
3. On the upper-right hand corner, click the blue icon 'Start a Conversation'
4. Craft a message to reply to the customer and answer their support question.

You can follow this template below as a guide

"Hi <NAME>

Thanks for reaching out to us via Twitter. I'm happy to help with your support question here.

<INSERT ANSWER TO THEIR QUESTION>

Please feel free to reply here if you have any additional questions, happy to assist!

Cheers,

<NAME>