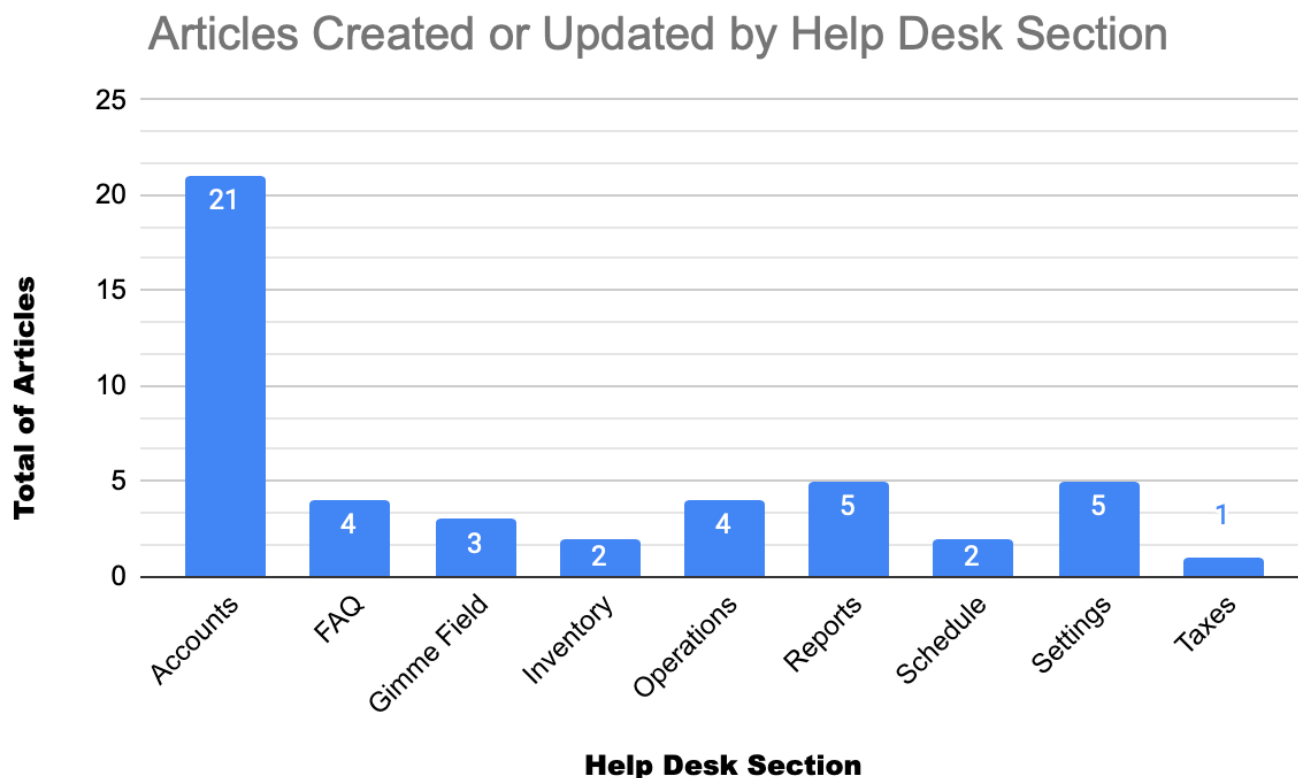


## New and updated Help Desk articles



Inspiration for new articles and updates comes from:

- Software updates (new features and bug fixes)
- Customer Support Tickets
- Help Desk search history
- Help Desk voting

As you can see, most of the help desk article growth involved education for the Accounts page in Gimme VMS. This spike in articles aligns with Gimme’s development effort to provide high-level accountability tools and refine existing features. I was thrilled to see that three out of the Top 5 Most Viewed Articles, [Move a Skipped or Missed Visit](#), [Meter Over Short vs. DEX Over Short](#), [Gimme’s Super Powers: Phase I \(Warehouse Inventory, Purchase Orders, Receipts, Auto Par\)](#) were created or updated in Q1.

## Q1 article search insights:

Search query	Article title	Clicks
“pos”	<a href="#">Create a New POS</a>	3
“skip pick order”	<a href="#">Move a Skipped or Missed Visit</a>	3
“tags”	<a href="#">How to create a tag</a>	3
“account not showing up”	<a href="#">How to reactivate an archived POS</a>	2
“adm”	<a href="#">How to set up a new ADM micro-market</a>	2

## Q1 article views

Article title	Views
<a href="#">Logging In to Gimme and Resetting Passwords</a>	29
<a href="#">How to set up a new ADM micro-market</a>	18
<a href="#">Move a Skipped or Missed Visit</a>	17
<a href="#">Gimme's Super Powers: Phase I (Warehouse Inventory, Purchase Orders, Receipts, Auto Par)</a>	13
<a href="#">Meter Over Short vs. DEX Over Short</a>	13

## Top 5 articles with up and down votes

Article title	Views	Article votes
<a href="#">(Updated 4/25/2022) Check Driver's Progress</a>	8	-1
<a href="#">(Updated 3/14/2022) View Service History for a Machine</a>	4	-1
<a href="#">(Updated 4/28/2022) Warehouse Receipt Features in v1.2.4</a>	3	-1
<a href="#">(Updated 4/28/2022) Does Gimme VMS collect payments?</a>	1	-1
<a href="#">(Updated 3/30/2022) Find future pick orders</a>	1	-1
<a href="#">How to Set Min and Max for Markets in Gimme VMS</a>	5	3
<a href="#">How to set up a new ADM micro-market</a>	18	1
<a href="#">Money Room Key Set Up</a>	6	1
<a href="#">View Pick Order Forecasting for a Product</a>	4	1
<a href="#">Do I need to allocate sales after swapping a machine?</a>	4	1

## Down votes

*We look at both down and up votes, thank you for giving us that feedback. If you gave us down a vote, please review the updated article. If it needs more work, I invite you to submit a ticket telling us more.*

Was this article helpful?

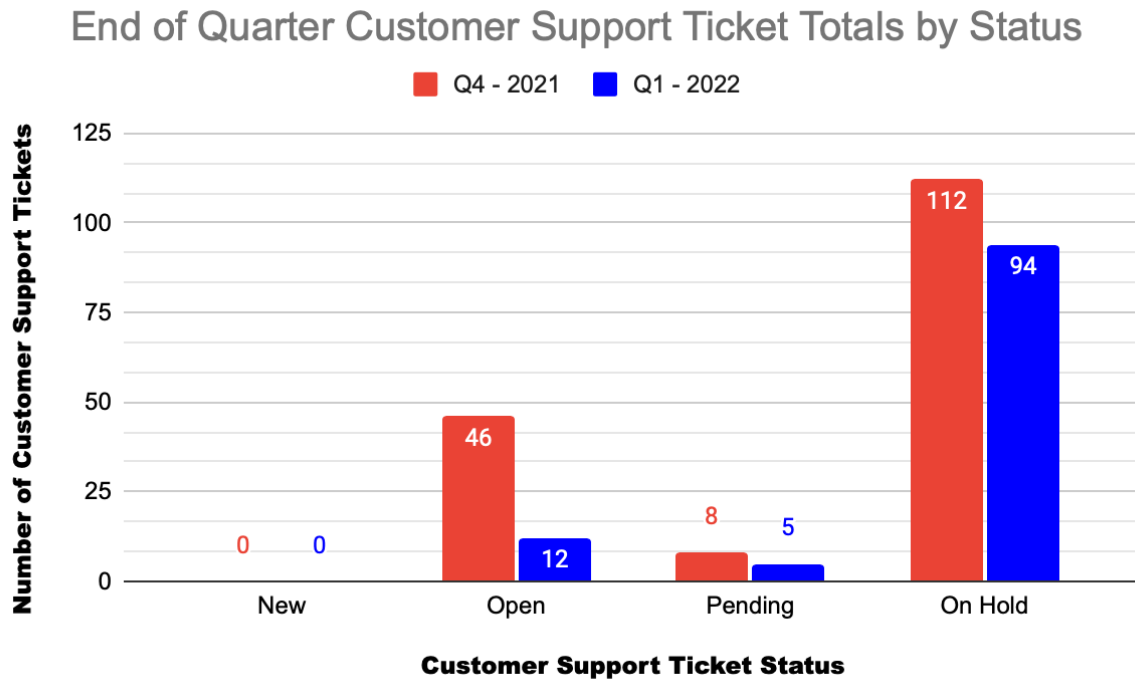
✓ Yes

✗ No

0 out of 0 found this helpful

Have more questions? [Submit a request](#)

## Customer Support Ticket Backlog: Q4 - 2021 vs. Q1 - 2022



\*\*\*Ticket status:

New: Tickets without a response from Gimme Support

Open: Tickets that require investigation or action from Gimme Support

Pending: Tickets that are pending a response from the submitter

On Hold: Tickets that require development engineer assistance, typically these are tagged with GitHub Issues

*We reduced the total ticket backlog by 55 (33%) over the quarter! You can see the biggest gains came from closing Open tickets. Gimme Customer Support made a huge push to investigate open issues to resolution or escalate to the development team. You also were very responsive, allowing us to make some gains in the Pending category. With the continued updates from Andrey and the rest of our development team, we made some progress with On-Hold after completing Q4 and Q1's development focus of Accountability, Commission, and Warehouse improvements. We maintained a high standard for not allowing New tickets to survive a full 24 hour day, consistent with our performance goal of replying within 60 minutes during business hours.*

*Already a month into Q2, Gimme Support fielded 249 Customer Support Tickets and solved 241. I expect approximately 20 On-Hold tickets to be resolved by the end of Q2. You'll read more about it below, where I discuss the tech roadmap for the next several weeks.*

## Development Focus for Q2

1. Canteen JSON: Canteen Automated Reports Integration
2. Maturing the promised Commission features
3. Feature updates for warehouse product movement
4. Additional Schedule view in a table format
5. AI Stock-Out Detection

We had two updates come out in Q1. I expect at least two VMS updates by the time I send this newsletter again in July.



*Lindsay*

**P.S.** The school year is ending soon and Memorial Day is Monday, May 30th. Use the following articles to push visits back and adjust schedules or pick order for set date ranges:

[Move a Skipped or Missed Visit](#)

[Schedule "Edit Range" Overview](#)

[Edit Range: Pick Order % Adjustment](#)

[Holiday a POS \(Point of Sale\) or Account](#)

...and if you have staff filling in for route drivers on vacation, use the [How to Sequence a Route](#) article to optimize their stops