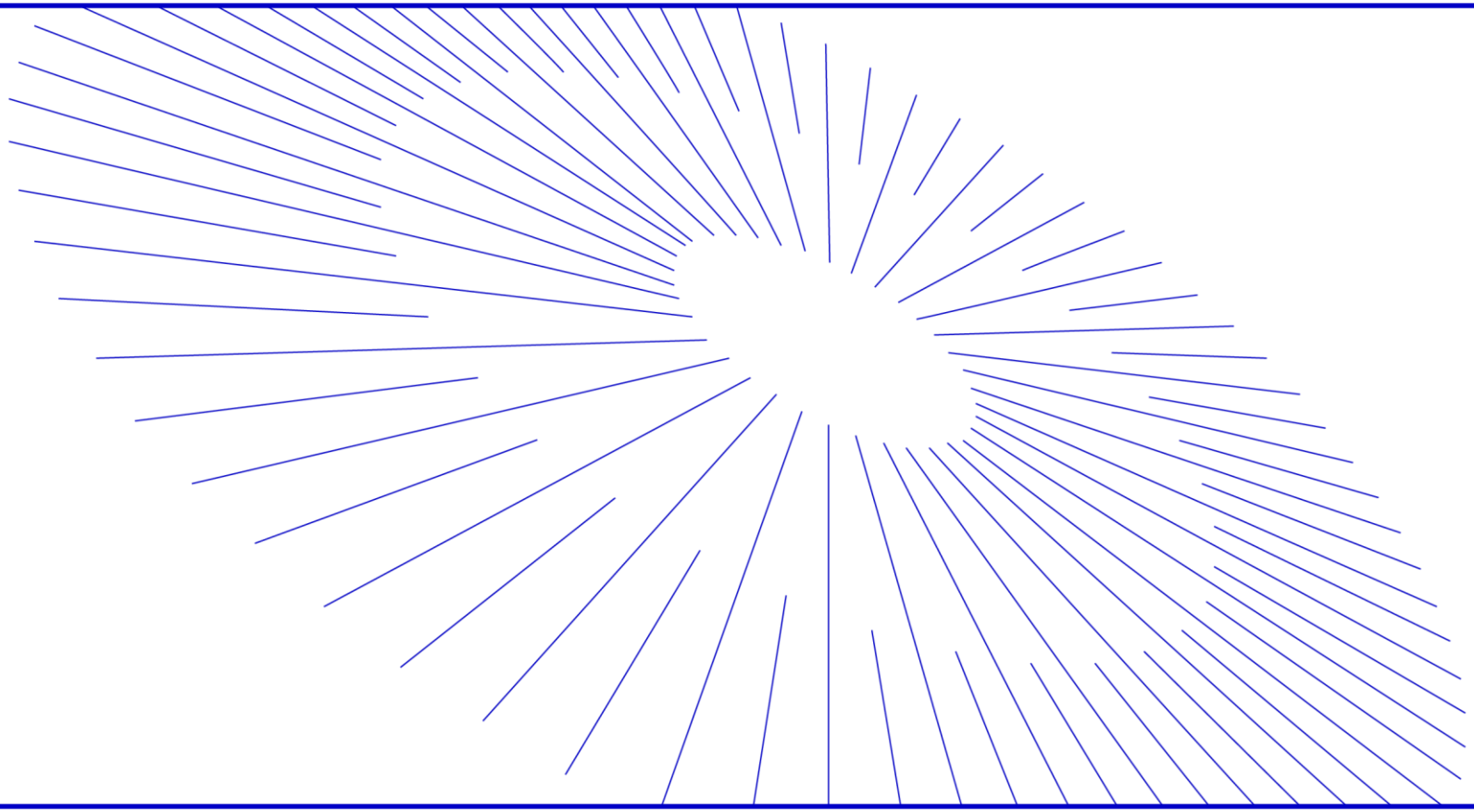
FY2023～ Smart Construction Improvement Request Response Flow



EARTHBRAIN

Comparison of old and new improvement request response flow

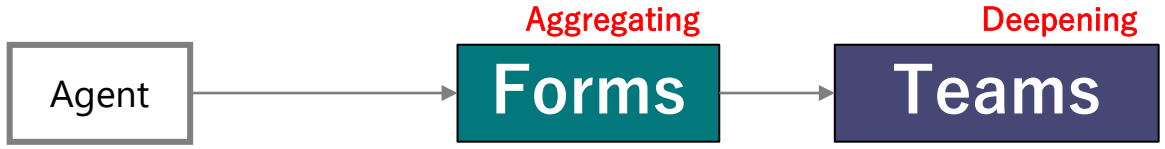
Pain points of the current flow

・The place to collect/deepen requests/review responses is not centralized.

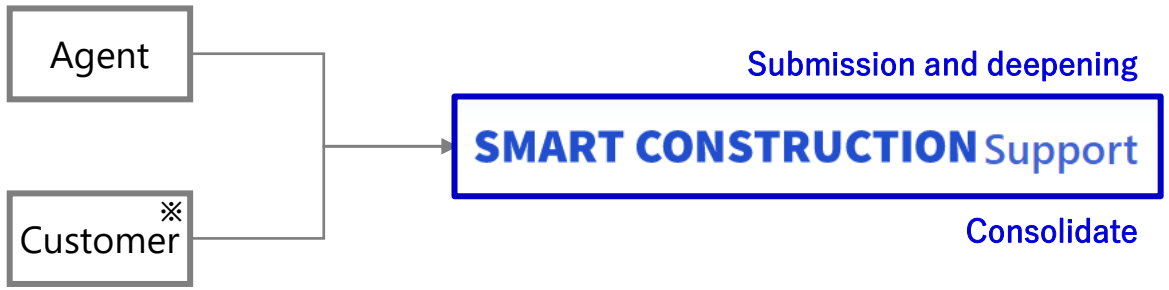
・It is difficult to understand the status of response to each request (you have to go to Teams to see it).

In order to solve these problems, we will change to the new flow from July 10, 2023 (Monday).

Current flow



New flow

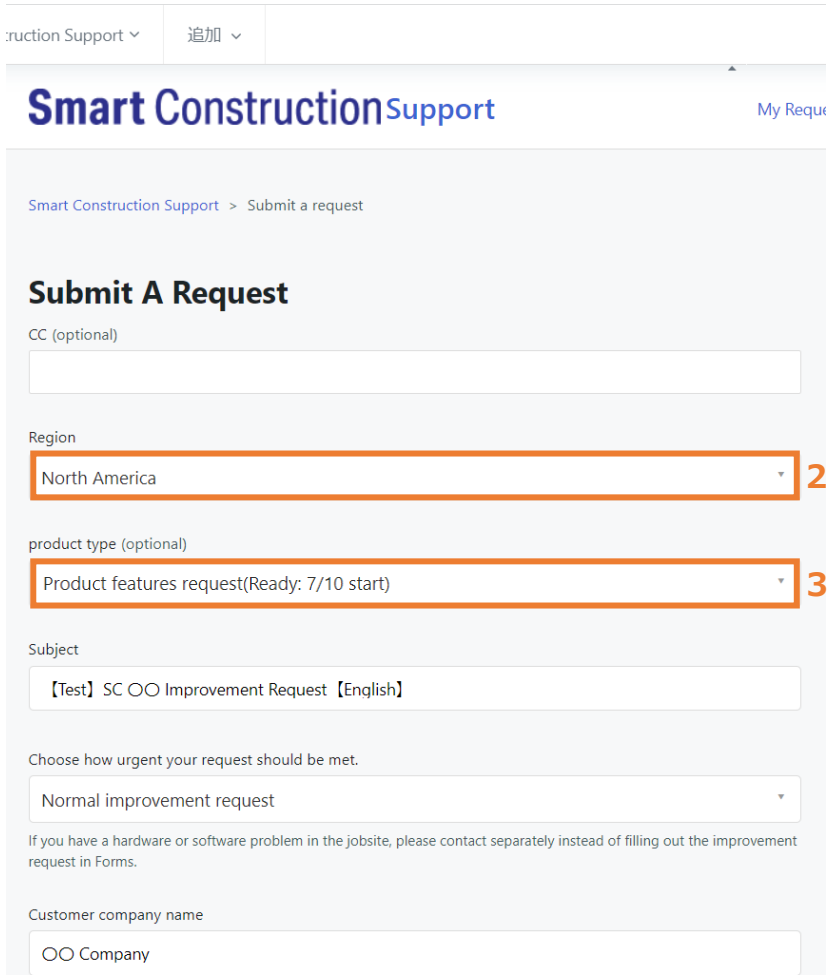


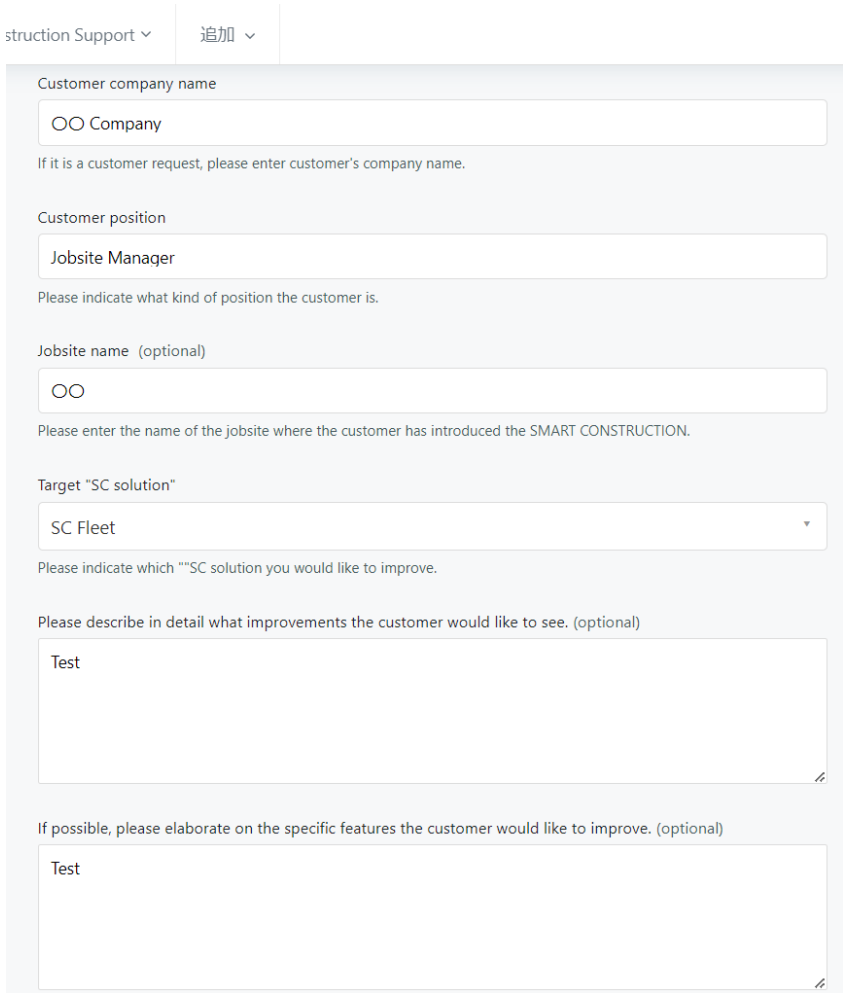
	Current	New
Aggregating	Forms	**Consolidate to Zendesk**
Deepening	Teams	**Consolidate to Zendesk**
List Management Response policy consideration	Backlog(private)	**Consolidate to Zendesk**
Manual process on the EB side	Need to post deep dive content to Backlog	**Unnecessary**
Confirmation of response status	Need to check with Teams	**Easily view your query history in Zendesk**

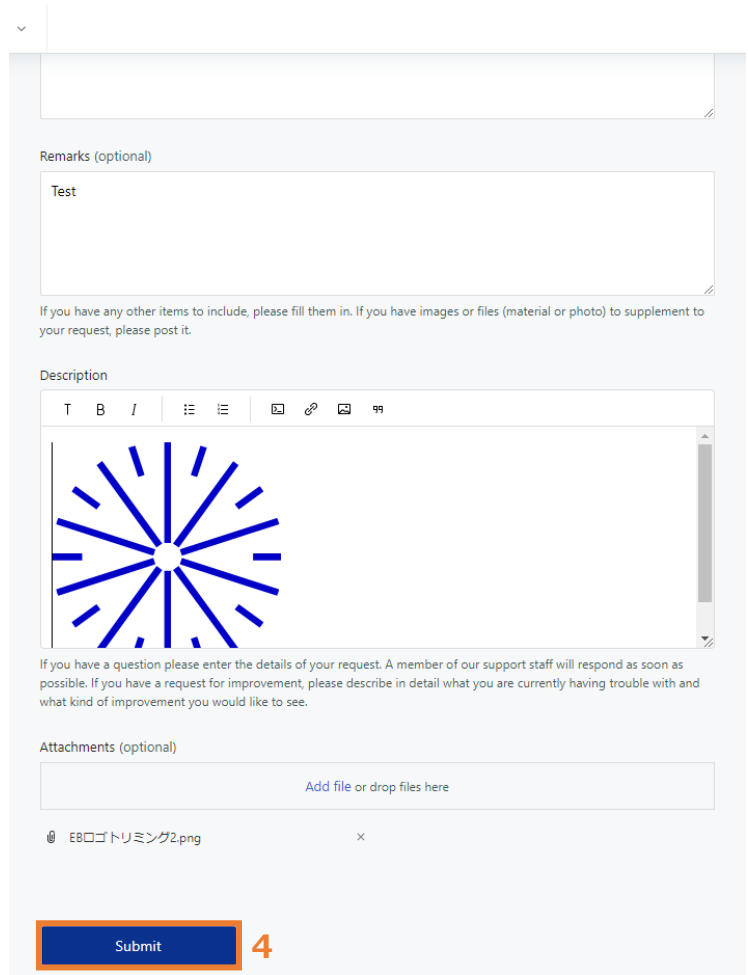
※ Customers can also submit requests for improvement directly to us

Flow of submitting requests in Zendesk

1. **Access the URL for inquiries on the support site** https://support.smartconstruction.com/hc/ja/requests/new
2. **Select a region**
3. **Select "Product features request".**
4. **Fill in each item and press "Submit".**

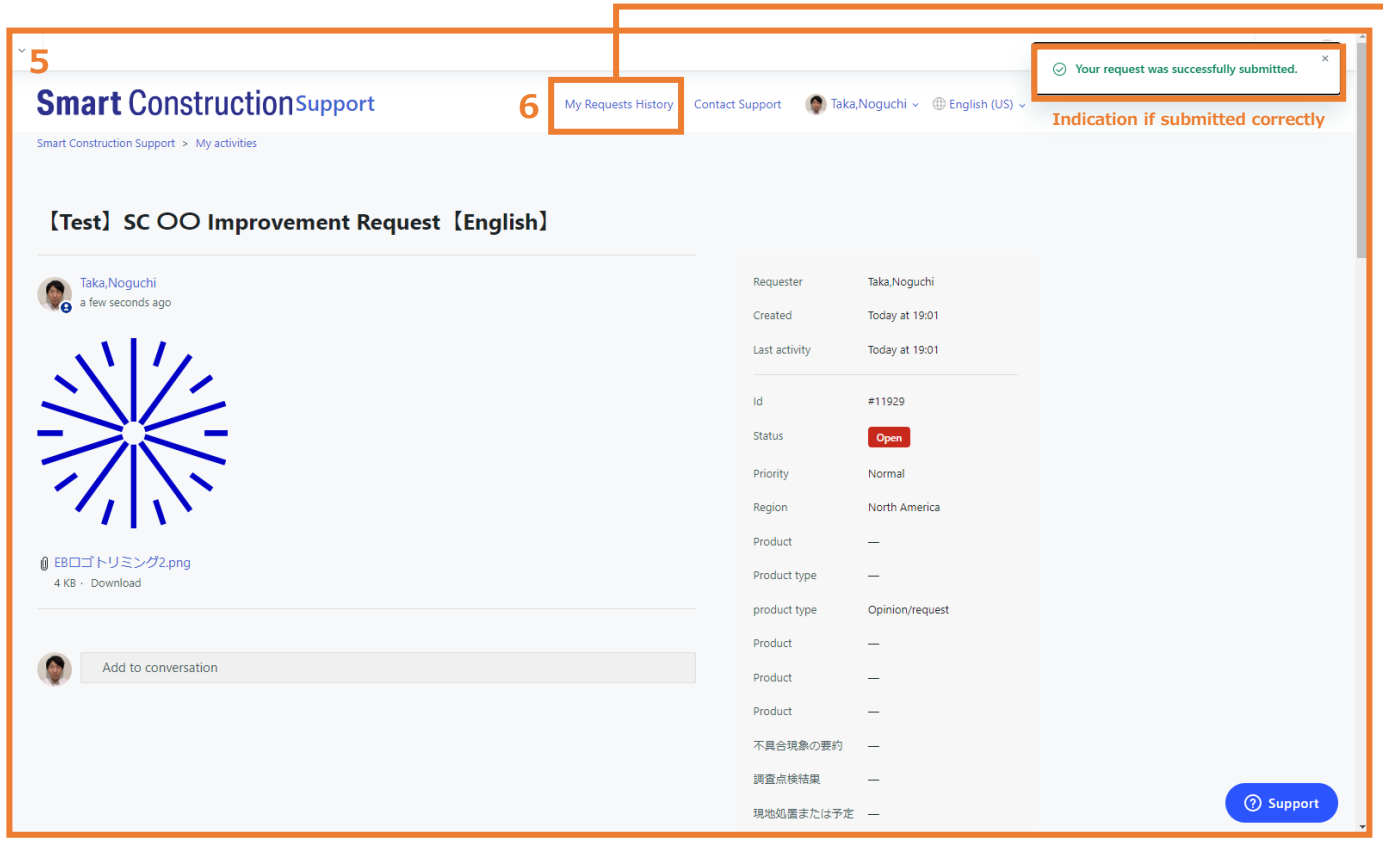


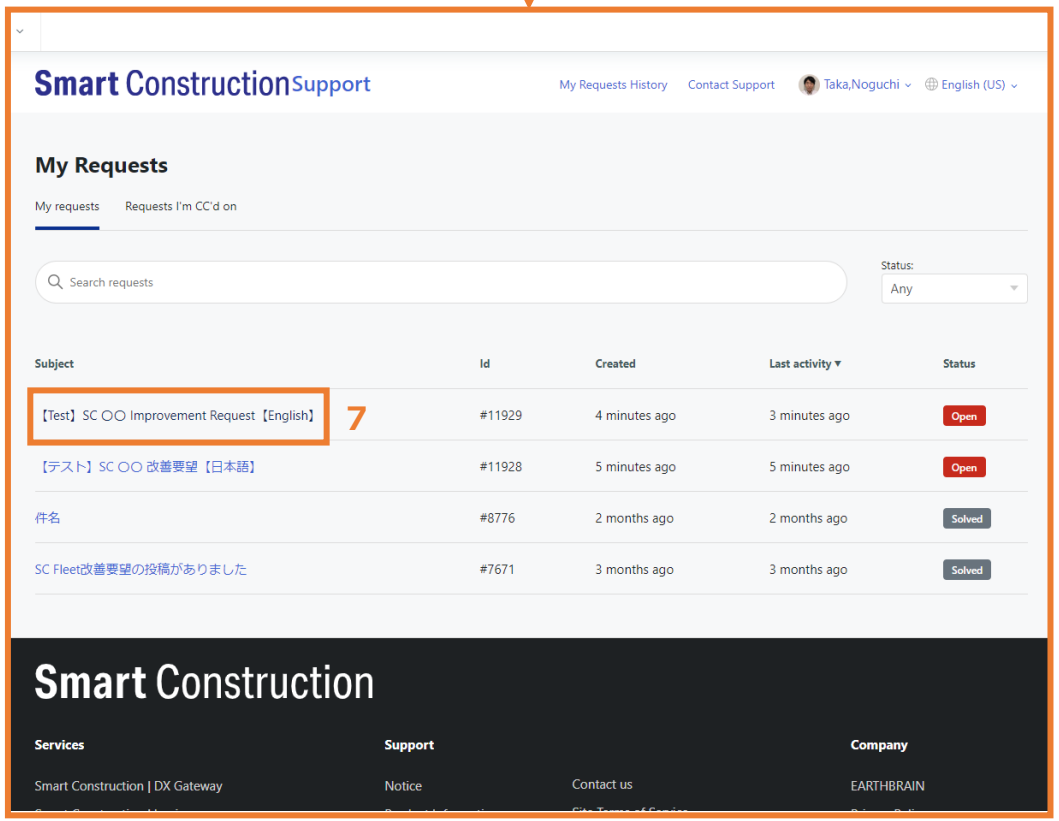




Flow of submitting requests in Zendesk

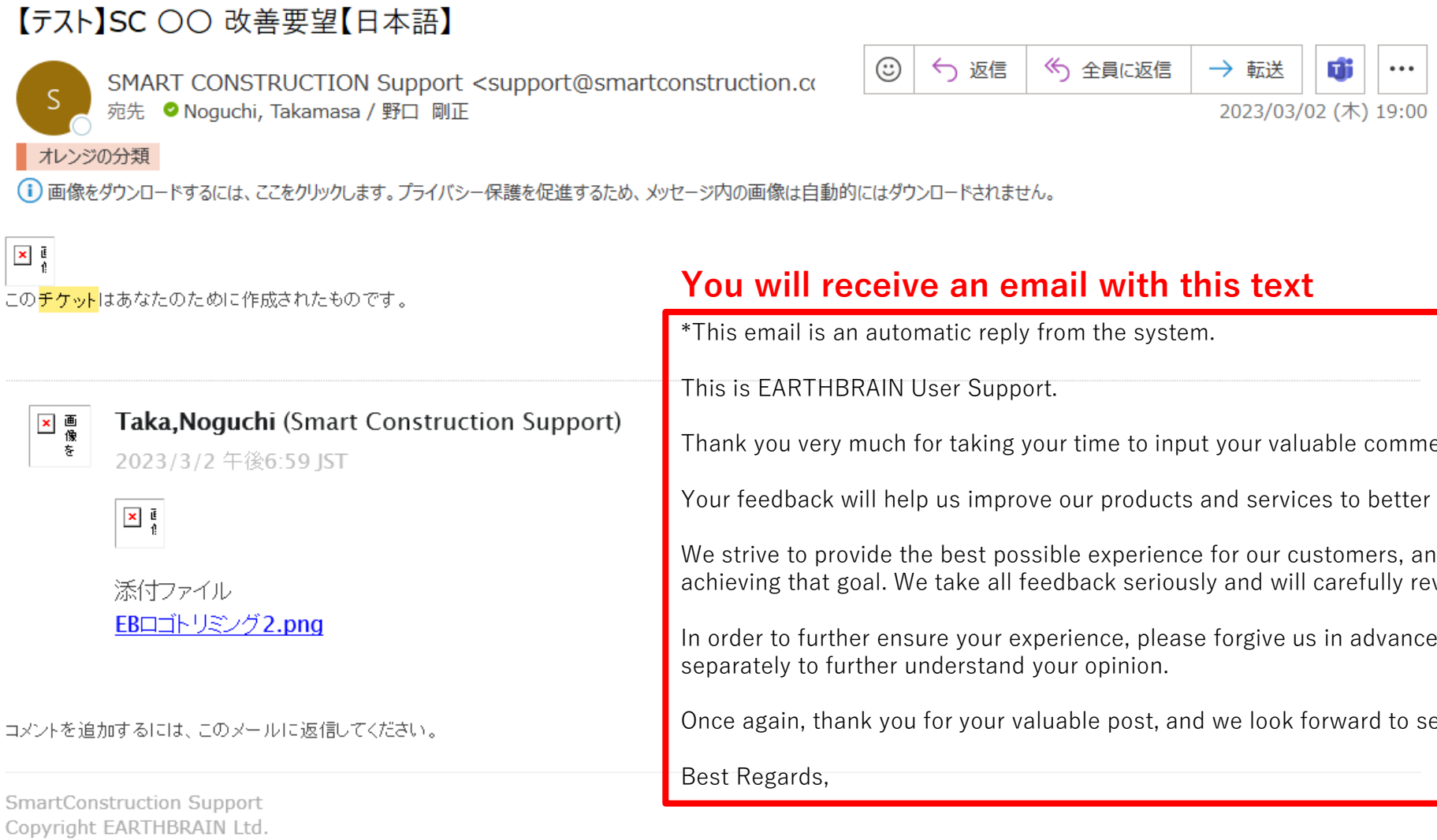
5. Screen shot after submission is complete (you will also receive an email if you signed in and submitted).
6. Click on "My Requests History" to see a list of all the requests and inquiries you have submitted.
7. Click on the submitted request for more information.
   The structure of the detail screen is the same as that of a normal inquiry.





Flow of submitting requests in Zendesk

Email you receive when submitting a request



You will receive an email with this text

*This email is an automatic reply from the system.

This is EARTHBRAIN User Support.

Thank you very much for taking your time to input your valuable comments and requests.

Your feedback will help us improve our products and services to better meet your needs.

We strive to provide the best possible experience for our customers, and your opinion plays a crucial role in achieving that goal. We take all feedback seriously and will carefully review your responses.

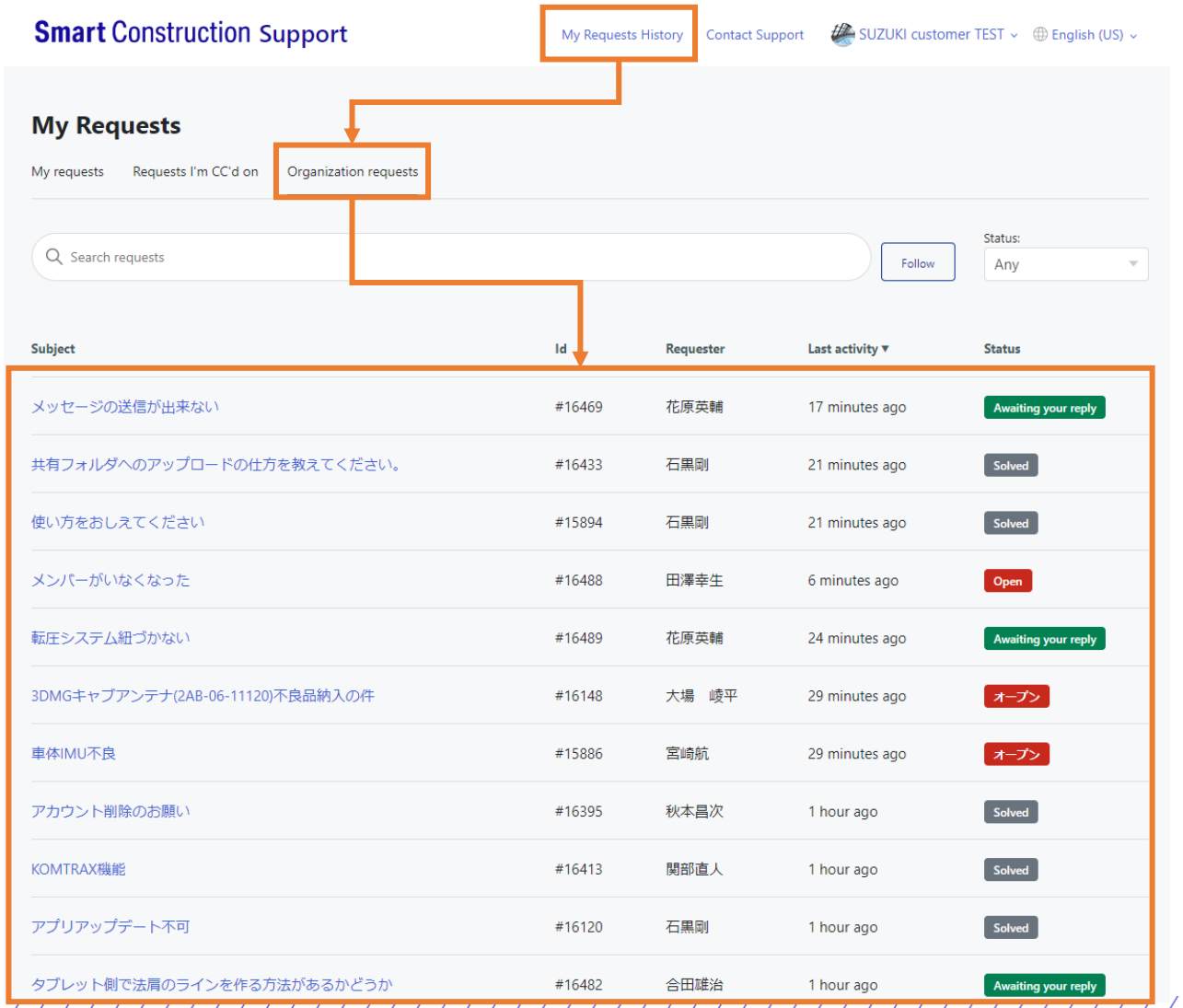
In order to further ensure your experience, please forgive us in advance that we may contact you separately to further understand your opinion.

Once again, thank you for your valuable post, and we look forward to serving you in the future.

Best Regards,

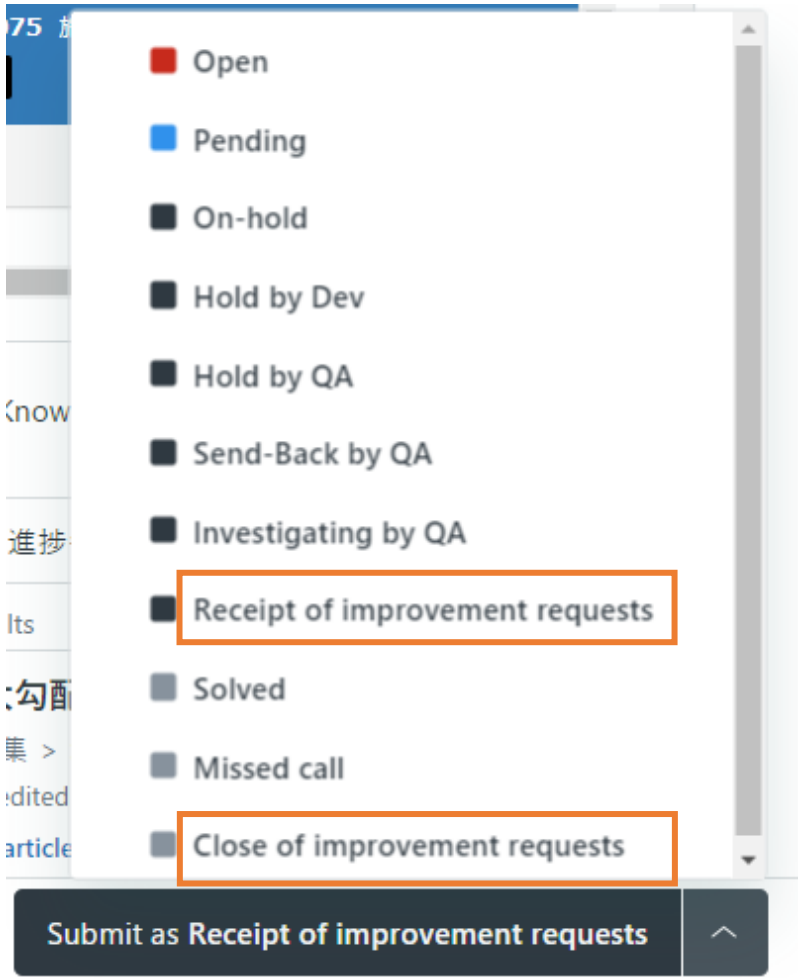
How to check posts from the same organization

You can check posts from the same organization by clicking on “My Requests History” and then “Organization requests” in order.



If the improvement request includes confidential information from the customer's external sources, we regret to inform you that viewing requests from separate organizations is not possible.

EARTHBRAIN will change the status according to the response status.



【Receipt of improvement requests】
This status will be selected simultaneously with the submission of the request.

【Close of improvement requests 】
This status will be changed in the following cases:

- When the requirements of the request are understood.
- If no response is received from the submitter within 5 business days from the date of the question.

We apologize for the inconvenience, but in such cases, we kindly request you to submit the request again.

If there is a lead time for a response from the customer, please provide a comment stating so.

[Reference] Flow of EARTHBRAIN's response to requests

If the requirements of the request are understood or if there is a lack of response from the submitter for 5 business days during the investigation process, the status will be changed to "Close of improvement requests."

Communication regarding new flow start date

The new flow will be operational from Monday, July 10, 2023.

The current Forms submission will stop at 18:00(UTC+09:00) on Friday, July 7, 2023.

All existing requests are stocked by EARTHBRAIN's development team.

If necessary, we may use Teams to deepen the content of your request.

We would appreciate your cooperation in such cases.