

freshdesk

Customer Excellence Tool



Improved response rates from Cheshire FA staff

Improved level of service

We have a new customer excellence tool to help deal with your queries better and faster.

You can now track the progress of your query by activating your Cheshire FA Freshdesk account

Access solutions that may answer your query before we do.

Provide us with feedback to help us improve our level of customer service.







Cheshire FA Freshdesk Customer Account



Manage your tickets

Access 'Solutions' which may answer your query without getting in touch

Raise a new query/ticket

Check progress of query/ticket that you have raised

View previous queries /tickets raised by yourself with Cheshire FA You email a Cheshire FA mailbox

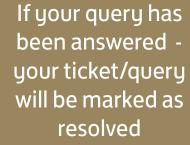


A ticket with
Cheshire FA
Freshdesk is raised.
Automatic receipt
of email will be sent
to you.



Your query/ticket will be assigned to a Cheshire FA staff member.

The Process





A Cheshire FA staff member will respond to your query/email



You will then receive a feedback survey from Cheshire FA about your customer experience



You will also be asked to activate your Cheshire FA Freshdesk account The Process





Cheshire FA Mailboxes



Group	Mailbox
Adult Football	AdultFootball@CheshireFA.com
Affiliation & WGS	WGS@CheshireFA.com
Coach Education	CoachEducation@CheshireFA.com
Disability Football	<u>DisabilityFootball@CheshireFA.com</u>
Discipline	<u>Discipline@CheshireFA.com</u>
Facility Development & Funding	FacilityDevelopment@CheshireFA.com
Female Football	FemaleFootball@CheshireFA.com
Health Check/Charter Standard	<u>CharterStandard@CheshireFA.com</u>
HR	HR@CheshireFA.com
Information	Info@CheshireFA.com
Leagues	<u>Leagues@CheshireFA.com</u>



Cheshire FA Mailboxes



Group	Mailbox
Player Registration	PlayerRegistration@CheshireFA.com
Press	Press@CheshireFA.com
Referee Closed Dates	ClosedDates@CheshireFA.com
Referee Courses	RefereeCourses@CheshireFA.com
Safeguarding	Safeguarding@CheshireFA.com
Youth Football	YouthFootball@CheshireFA.com

Direct your query to one of the relevant mailboxes in order for the correct Cheshire FA staff member to pick up your query.

We want to get closer to you; our volunteers, our players, our referees, our coaches, our people.

You are our priority. We want to provide you with a better service utilising technology that makes keeping you updated at the forefront of our thinking.

We are removing the use of private staff email addresses and instead, moving to shared mailboxes so we can be more efficient in supporting you to run the game that we love.

Our new system will be run by the clever team at Freshdesk.

You will be able to interact with us quicker, easier and (hopefully!) stress free.

Our new system will enable multiple staff to help rectify your issue rather than relying on the availability of one person.





We hope that you like our new service and we hope that you have an improved customer experience with Cheshire FA