

CUSTOMER SUPPORT NEWSLETTER 2020



Whilst these are unclear and uncertain times, please know that we are still here and are on-hand to support you.

We hope this newsletter will be able to help answer some of the questions you may have right now and as always, we hope that you are all keeping safe and well.

WE ARE HERE

Due to the current developing situation around Covid-19, the Coach Education department (along with all the Customer Support teams based at ECB Edgbaston) have now moved completely to remote working, since Wednesday 18th March. This will continue for the foreseeable and as with all organisation's, we will continue to monitor the advice and guidance from the government on how long this may continue for.

What this means is that email will now be our main channel of contact. We are still checking our Coach Education voicemail inbox regularly, to pick up any messages from yourselves / the general public and aim to return calls as soon as possible.

Please note that if you need to speak to us urgently for a time critical matter/issue, please email coach.education@ecb.co.uk and ensure you state the word 'URGENT' in the title of your email, provide your best contact number (along with the best times to reach you) and we will endeavor to call you as soon as we're able to.

HOW TO CONTACT ECB EDGBASTON

It is worth remembering that we have different email addresses for different business areas, so in order to get you questions answered as quickly as possible, please direct your queries as follows:

Coach Education: coach.education@ecb.co.uk
E-Learning: elearning@ecb.co.uk
iCoachCricket: icoachcricket@ecb.co.uk
DBS: dbs@ecb.co.uk

HELP CENTRE

Please don't forget that we have a Help Centre populated with FAQ's, How-to Guides and Policy documents, which are designed to help and support you.

For general Customer Support, please go to: <https://ecbccs.zendesk.com/hc/en-us> and you will be able to access all areas, including 'Coaching' from here.

USEFUL PROCESSES

With Counties currently having to postpone (and in some cases cancel) courses due to the current climate, here are some articles in our Help Centre, which we feel will be especially useful to you right now:

How to postpone an event (in CVENT):

<https://ecbccs.zendesk.com/hc/en-us/articles/360006893778-CVENT-How-to-postpone-an-event>

How to cancel an event (in CVENT):

<https://ecbccs.zendesk.com/hc/en-us/articles/360006849517-CVENT-How-to-cancel-an-event>

How to create a full / partial refund (in CVENT):

<https://ecbccs.zendesk.com/hc/en-us/articles/360002786278-CVENT-How-to-create-a-full-partial-refund>

How to add a note against a course (in CRM):

<https://ecbccs.zendesk.com/hc/en-us/articles/360006811597-CRM-How-to-add-a-note-against-a-course>

EVENTS CALENDAR

If you decide to postpone / cancel a course, please ensure you have removed the courses from being advertised in the Events Calendar (on the ECB website) to avoid any confusion to the public:

*Go to the event in CVENT >
click the 'Event Details' tab >
click 'Edit' >
scroll down to 'Custom Event Fields' >
against 'Calendar' click the drop-down and select the blank field >
click 'Save' >
the event will no longer be visible on the ECB website
(<https://booking.ecb.co.uk/c/calendar/3c910e0d-88c5-4d42-bad9-12a7d2e37dc9>)*

STOPPING COURSE REMINDERS

When you originally set up your event, you may have set up 'Automatic Reminders', which usually get sent out to participants a week before the course is due to start. If you have decided to postpone / cancel a course, you will need to stop these from going out:

*Go to the event in CVENT >
click the 'Promotion & Communications' tab >
where it says 'Event Reminder' you will see directly across from this, there is a switch that will either be green for 'Active' or grey for 'Inactive' >
ensure the switch is set to grey to disable this feature and stop the reminder going out to participants*

RESOURCES/CERTIFICATES

If you are chasing / querying / cancelling any resources or need information about a learners' certificate, please note that you can contact the awarding bodies directly for this. 1st4sport deal with all ECB Foundation 1 and 1st4sport Level 2 courses, whilst Coachwise cover all other ECB courses e.g. Coach Support Worker:

- 1st4sport: cricketcoaching@1st4sportqualifications.com / 0113 290 7610
 - Coachwise: ecb@coachwise.ltd.uk / 0113 290 7600

Please note that there may be a time-delay for certification as the above organisation's are remote working at present, with limited access to their warehouse. That said though, they are still taking calls and emails so if you have a query directly for them, please get in touch.

OTHER USEFUL CONTACTS

Coach Development Support: coachdevelopment@ecb.co.uk

Foundation 1 Support: foundation.coach@ecb.co.uk

CVENT Support (*for any technical issues that cannot be dealt with by ECB 1st/2nd line support*)
0808 234 6914 / Raise a 'support ticket' through CVENT by logging in and clicking on 'Help & Support'

As always, if you have any suggestions for improvements going forward, wish to have information included in a future Newsletter or wish to discuss anything you have read in this newsletter, please don't hesitate to get in touch with us:

coach.education@ecb.co.uk

Remember... we are always on hand to help.