

9 DECEMBER 2022

# THE FUTURE OF VACENTER

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# CUSTOMER SUPPORT

## OVERVIEW

Customer support is undergoing several changes, including the establishment of the Director of Customer Support, the implementation of new bug reporting software, and a study to look into hiring additional support agents. These changes are aimed at improving the overall customer support experience and ensuring that customers receive timely and helpful assistance.

## DIRECTOR OF CUSTOMER SUPPORT

The Director of Customer Support will be a new position that will be assigned to Baptiste Desmet. In this role, Desmet will be responsible for ensuring the quality and timeliness of customer support. This will involve regularly reviewing customer support processes and making improvements where necessary. Desmet will also be responsible for leading the customer support team and ensuring that all support agents are trained and equipped to provide the best possible support to customers. Overall, the Director of Customer Support will play a critical role in improving the customer support experience.

## NEW BUG REPORTING SOFTWARE

VACenter will release a new bug reporting software that will allow users to easily upload screenshots, logs, and other relevant information to help developers identify and fix issues with their software. The software will also allow developers to group multiple reports into a single "issue" so that they can receive notifications when their problem has been resolved. More details about the software will be available in the near future. It will be known as "VACenter Feedback".

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## SUPPORT AGENTS

At VACenter, we have plans to expand our team early next year by hiring a group of support agents. These support agents will be responsible for managing common issues that our users may encounter, allowing our developers to focus on more complex tasks. Our support agents will use a new internal tool to efficiently address issues such as VACenterID accounts and provide quick and helpful support to our users. We are excited to welcome these new members to our team and are confident that their expertise will help improve the overall experience for our users.

# QUALITY CONTROL

## OUTLINE

The new system, set to be implemented early 2023, will consist of a Quality Control Board that will be responsible for overseeing the company's quality assurance processes and ensuring that they are effective in identifying and addressing any potential issues. In addition, VACenter will be launching an enhanced beta program to collect more detailed feedback from users, and will conduct investigations into major past issues to learn from them and improve the company's products and services in the future. Furthermore, the new system will aim to facilitate a culture change within the company, promoting a stronger focus on quality and customer satisfaction.

## ESTABLISHMENT OF QUALITY CONTROL BOARD

The Quality Control Board, which will be chaired by the director of customer support Baptiste Desmet, will consist of select VA partners. This board will play a crucial role in ensuring the quality of the company's products and services. Any major updates to paid services will need to be reviewed and tested by the board, with the exception of hot fixes that address urgent issues. The board will have the authority to reject updates and send them back to the responsible team for further work, and can investigate the testing procedures of any team to ensure that they are thorough and effective. In this way, the Quality Control Board will serve as a key guardian of the company's commitment to quality and customer satisfaction.

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## ENHANCED BETA PROGRAM

VACenter will be launching an enhanced beta program as part of its new quality control system. This program will be available only to members of the VACenter Developer Program, which will be announced in the future. The beta program will be free at launch, but this may be subject to change. Services that will be included in the program initially include FlightHub, VABot, and the VACenterID Dashboard, with more product announcements to come. This limited program will allow developers to roll out new features to a smaller subset of users, allowing them to test the stability and functionality of the platform before releasing updates to the wider user base. Products and services that are enrolled in the beta program will not be eligible for customer support, and instead reports should be directed to the VACenter Feedback website.

## CHANGE IN ORGANISATION CULTURE

As part of the new quality control system, VACenter will be working to facilitate a culture change within the organization to promote a stronger focus on quality and customer satisfaction. One key aspect of this will be avoiding making commitments to same-day updates, and instead adopting a more regular release schedule that allows for thorough testing and identification of potential issues before updates are released. This will help to ensure that the company's products and services are stable and reliable, and that any issues that do arise can be addressed quickly and effectively. By making this shift in culture, VACenter will be able to better serve its customers and maintain their trust and confidence in the company.

# PRODUCT LINEUP

## PROBLEMS

The current VACenter product line has several problems. First, there is a lack of consistency between the products in the line. This makes it difficult for customers to understand how the products fit together and may lead to confusion about the company's focus. Second, there is a large number of ideas but not a lot of actual products or services. This makes it difficult for customers to find what they need and may lead to a lack of trust in the organisation. Third, the development of Crew Centers has been taking up a lot of development time, preventing work on other important projects. Finally, there is a critical shortage of developers in the team, which is limiting our ability to create new products and improve existing ones. These problems are hindering the success of the VACenter product line and need to be addressed in order to improve the company's offerings and meet customer needs.

## WHAT WE WON'T BE DOING

We have made the difficult decision to end the development of certain products in our product line. This decision was not made lightly, but we believe it is necessary in order to focus our resources on the most promising and viable products. The EasyApply product, for example, has not generated enough revenue to justify continued development, and the departure of the project leader has made it difficult to maintain progress on the project. Additionally, the FlyShare product has not seen sufficient demand from customers, and we do not have enough development time to continue working on it. We understand that this news may be disappointing to some, but we believe that by focusing on our most promising products we can better serve our customers and improve the overall success of our company.

## OUR NEW LINEUP

Our new product line focuses on providing solutions for VA's and developers. The Crew Centers product line includes FlightHub, a comprehensive platform for managing and tracking your VA. The Services product line includes VABot, a discord bot that provides information and assistance to pilots in your VA and IF\_Stats, a service that allows you to lookup the stats of any member of the Infinite Flight Community, and LiveSky a flight tracker. The Developers product line includes Bluebird, an updates platform for deploying updates to self updating NodeJS software. VACenterID App Platform, a platform for building apps that integrate with VACenterID; and FlightHub App Platform, a platform for building apps that integrate with FlightHub. These products are designed to meet the unique needs of customers, and to provide them with the tools and resources they need to be successful in their endeavours.