



Paladin Support – The Evolution

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WHAT YOU'LL LEARN

- Paladin support philosophy & core values
- How we measure & improve our support
- Net promotor score program for your store
- Evolution from reactive to proactive
- Ways to reach Paladin support
- Wellness checks
- Submitting a help request
- Chat support review
- Store down emergency
- Striving for perfection and quick resolution

& core values



We take customer support seriously!

Paladin's core values:

- Put the customer first
- Exceed customer expectations
- Do what we say we will do
- Be honest and act with integrity
- Treat everyone with respect and dignity

How we measure and improve our support



Current Paladin NPS Scores

Month 9.20

Year 9.33

Paladin and our customers participate in the Net Promoter Score (NPS) program

NPS Stats:

- Every 60 days a survey goes out (generally following a support case closure).
- One question: Would you recommend Paladin?
- Respondents pick 1 – 10, 10 being “strongly agree”.
- After 6 years we are currently at an annual score of 9.33

How we measure and improve our support (cont'd)

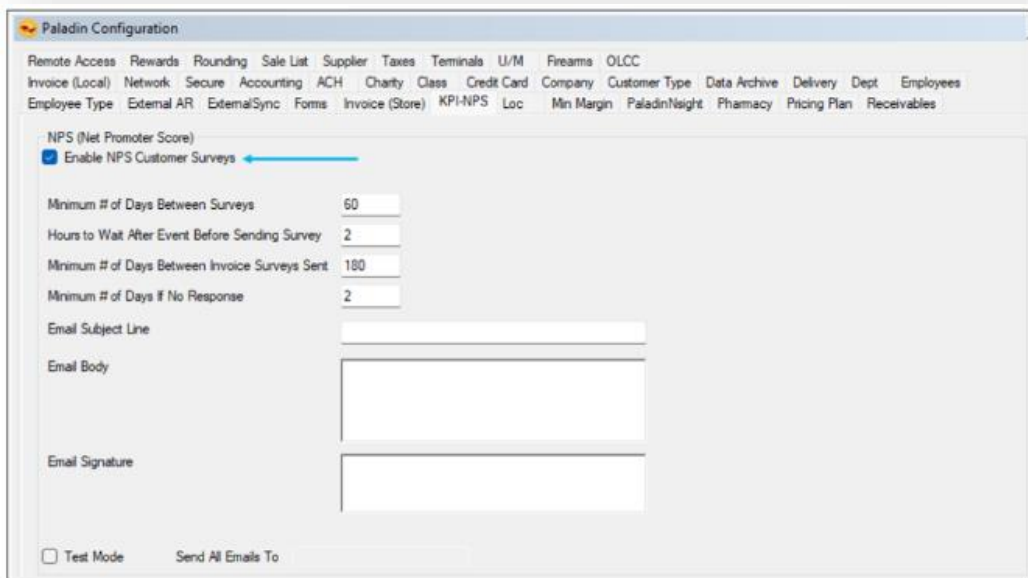


Measuring our customers' NPS feedback helps us to understand where we need to make improvements to our operations and processes to better serve them.

Did you know...The Paladin software offering includes a Net Promoter Score (NPS) program that our customers can implement in their store?

See next slide...

Net Promotor Score program for your store



The screenshot shows the 'Paladin Configuration' window with a menu bar at the top containing various system settings. The 'NPS (Net Promoter Score)' section is active, showing a checkbox for 'Enable NPS Customer Surveys' which is checked. Below this are several input fields for survey parameters: 'Minimum # of Days Between Surveys' (60), 'Hours to Wait After Event Before Sending Survey' (2), 'Minimum # of Days Between Invoice Surveys Sent' (180), and 'Minimum # of Days if No Response' (2). There are also text areas for 'Email Subject Line', 'Email Body', and 'Email Signature'. At the bottom, there are checkboxes for 'Test Mode' and 'Send All Emails To'.

Paladin Configuration

Remote Access Rewards Rounding Sale List Supplier Taxes Terminals U/M Firearms OLCC
Invoice (Local) Network Secure Accounting ACH Charity Class Credit Card Company Customer Type Data Archive Delivery Dept Employees
Employee Type External AR ExternalSync Forms Invoice (Store) KPI-NPS Loc Min Margin PaladinNight Pharmacy Pricing Plan Receivables

NPS (Net Promoter Score)

☒ Enable NPS Customer Surveys

Minimum # of Days Between Surveys 60

Hours to Wait After Event Before Sending Survey 2

Minimum # of Days Between Invoice Surveys Sent 180

Minimum # of Days if No Response 2

Email Subject Line

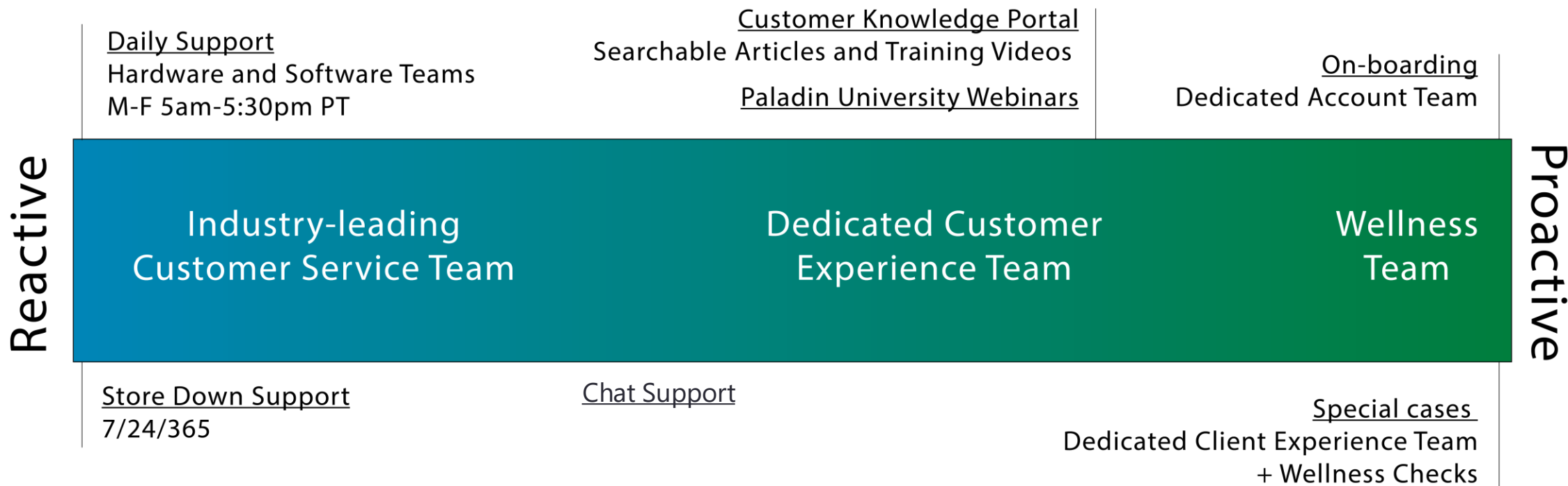
Email Body

Email Signature

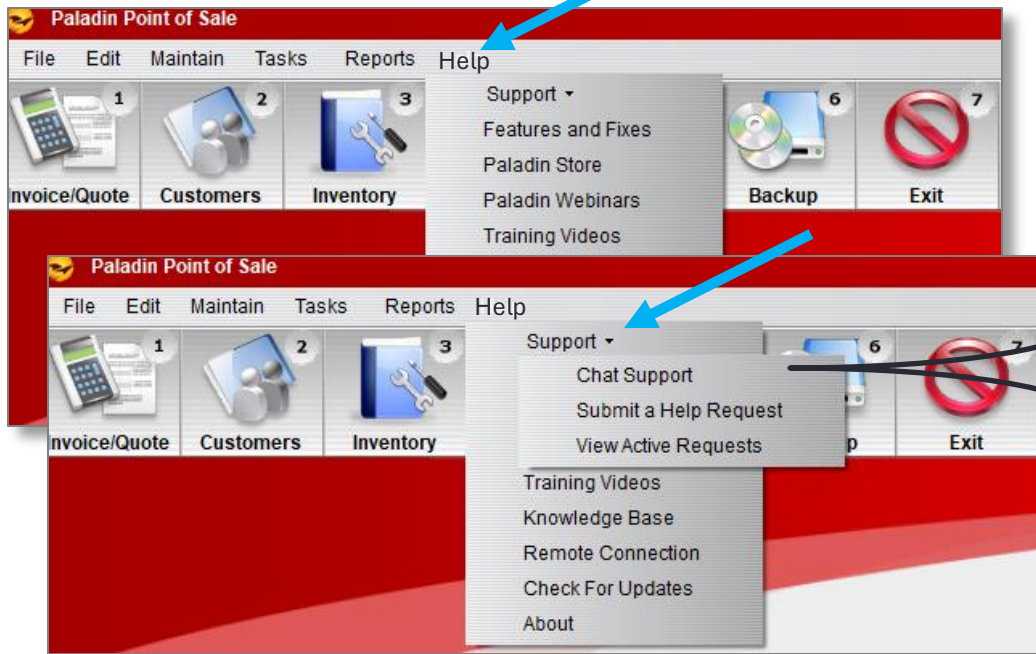
☐ Test Mode Send All Emails To

- Paladin provides an industry-leading Net Promoter Score (NPS) in the Paladin POS system for our clients to measure their customer service.
- Contact Paladin customer support if interested in activating this feature.

Evolution from reactive to proactive



Ways to reach Paladin support

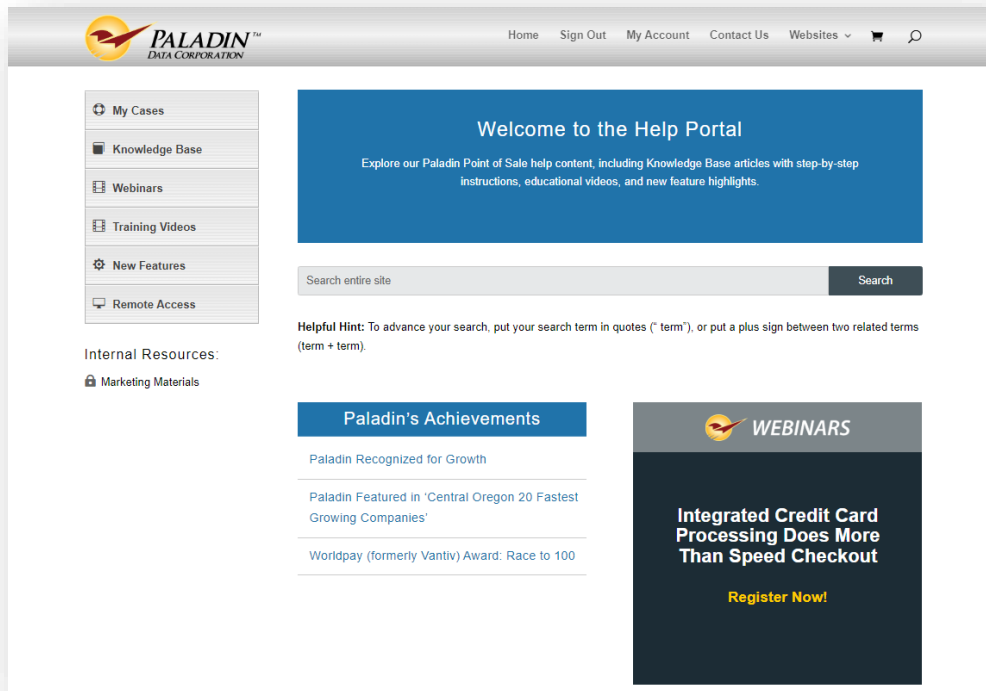


Data from your system is used
to diagnose your case

- Various methods of support:
 - Daily phone & email support – hardware and software teams (M-F 5am – 5:30pm Pacific Time)
 - Store Down Emergency support (7/24/365)
 - Help Portal – Menu bar in Paladin application
 - Chat Support
 - Help Request
 - Knowledgebase
 - Paladin training videos
 - Paladin University webinars
- Also, accessible 7/24/365 at: portal.paladinpos.com

Paladin Help Portal

Accessible online at: portal.paladinpos.com



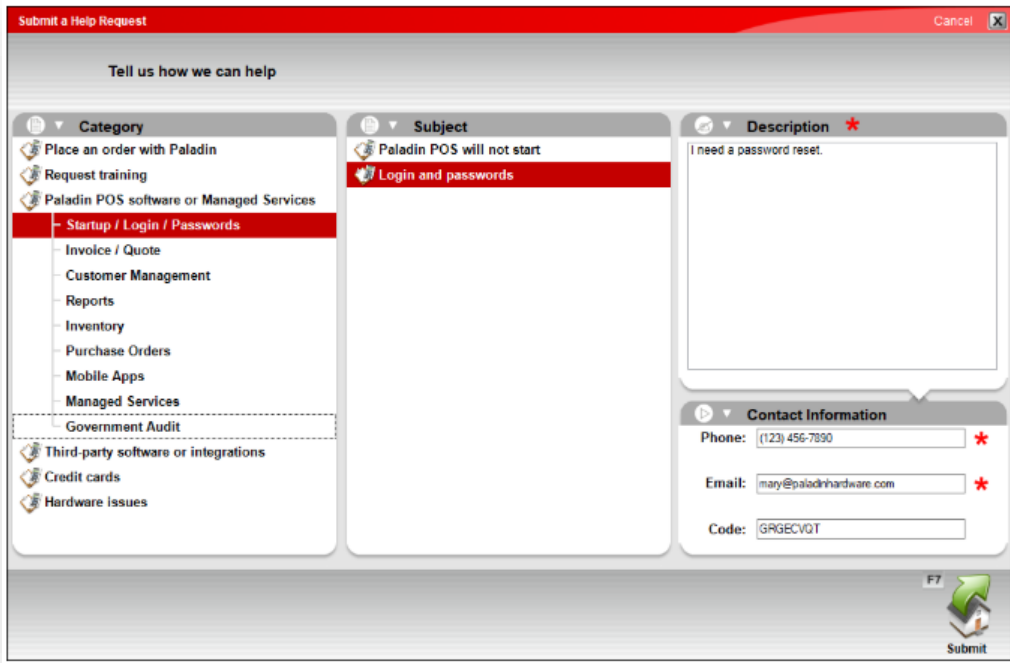
- The Paladin Help Portal provides clients with a plethora of self-help tools that can be accessed from anywhere, anytime.
- The Paladin Help Portal quickly directs you to the knowledgebase articles, webinars, and training videos.
- Enter your desired topic, subject matter, or search phrase into the search bar and all relevant material will be listed and displayed.

Wellness Checks



- How healthy is your store?
- At Paladin, we go beyond selling software; we form partnerships with stores to help them thrive. Our success is intertwined with the success of our stores.
- A portion of our Customer Experience (CX) team is committed to offering proactive, regular checkups to ensure our clients are maximizing Paladin's capabilities and maintaining smooth operations.

Submit a Help Request



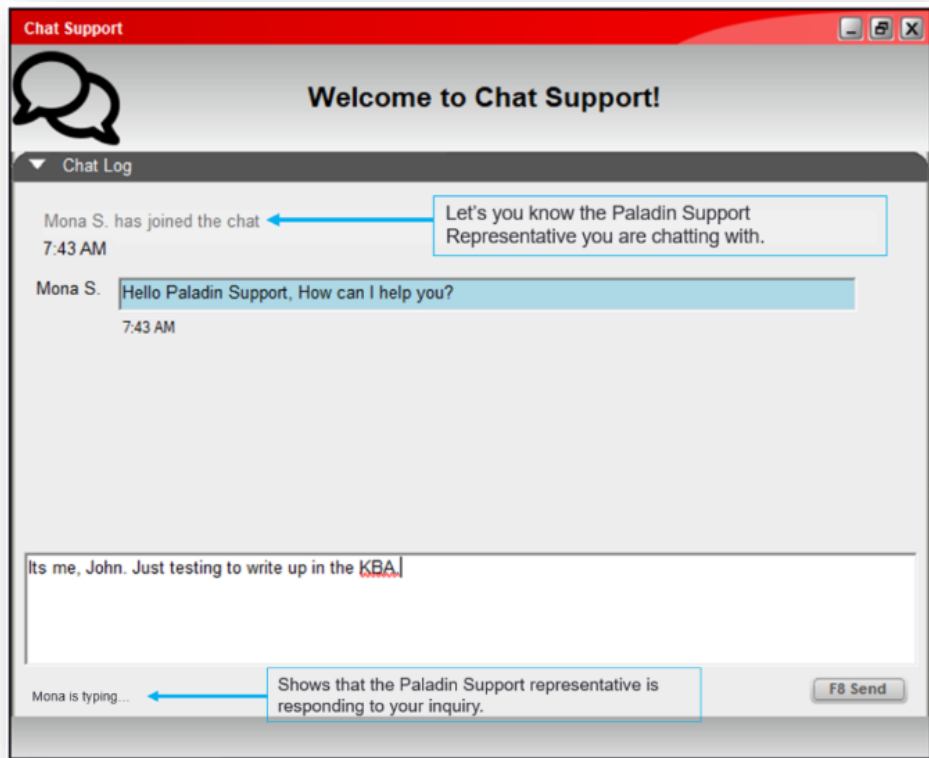
The screenshot shows a web-based form titled "Submit a Help Request" with a red header bar. The form is divided into several sections:

- Category:** A list of categories on the left, including "Place an order with Paladin", "Request training", "Paladin POS software or Managed Services", "Startup / Login / Passwords" (highlighted), "Invoice / Quote", "Customer Management", "Reports", "Inventory", "Purchase Orders", "Mobile Apps", "Managed Services", "Government Audit", "Third-party software or integrations", "Credit cards", and "Hardware issues".
- Subject:** A list of subjects on the right, including "Paladin POS will not start" and "Login and passwords" (highlighted).
- Description:** A text area for entering the details of the request, with the example text "I need a password reset."
- Contact Information:** A section at the bottom with fields for "Phone:" (containing "(123) 456-7890"), "Email:" (containing "may@paladinhardware.com"), and "Code:" (containing "GRGECVQT").

A "Submit" button with a green arrow icon is located at the bottom right of the form.

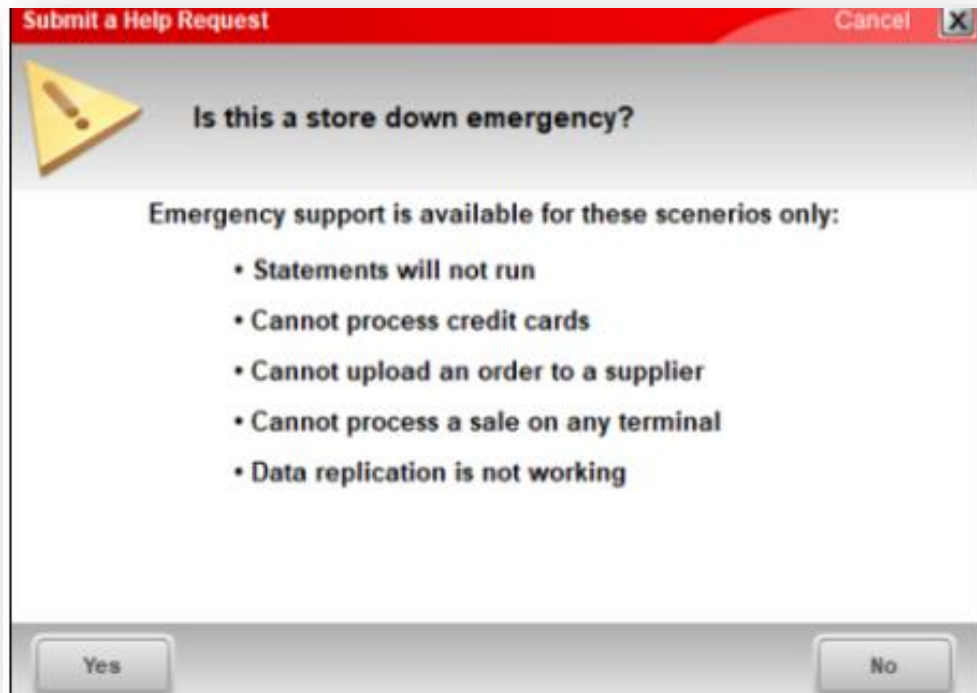
- If you need help immediately for less-urgent needs, you can **Submit a Help Request** from the **Help** menu in Paladin.
- For non-emergency requests, select the **Category** and **Subject** (if available) that best matches your need.
- Enter a detailed **Description** of your request and provide a contact number and email address.
- If Paladin Support has provided you with a support code, enter it in the **Code** box.
- Click **F7 Submit** to send your request.

Paladin Chat Support



- Chat Support connects you to a Paladin Technical Support Representative who will communicate to you live for any immediate questions you may have.
- When you click on **Chat Support**, the **Submit a Help Request** window opens asking if this is a store down emergency.
- If it is not a store down emergency, click **No**. The **Chat Support** window opens, and you are text chatting with a Paladin TSR. Please do not enter any confidential information in the chat box.

Store Down Emergency



- Because store down emergencies are critical, the Help Request process will first ask if you are experiencing store down emergency. The message contains a list of qualified store down emergency scenarios.
- If you are experiencing one of these emergencies, click **Yes** to receive immediate support.
- You will be instructed to call the Store Down line at: 800-725-2346 and select Option 2 to immediately connect with a support technician. If after hours, we will return your call within 30 minutes (The average is more like 10 mins).

Striving for perfection and quick resolution



- Paladin's support isn't always perfect 100% of the time, but we do a great job of managing and correcting our mishaps.
- Our goal is to offer the highest level of support to win over clients for life.
- Each technician is human (it's true) and has a different level of knowledge, skill set, and experience, so please be respectful and patient as we work diligently on solving your case(s).

Learn More

To learn more, see the following resources in our [Help Portal](#)

- [Contact Paladin Support](#)
- [Paladin Help Request Portal](#)
- [Store Down emergencies](#)
- [Chat Support: Industry-Leading Support Now at Your Fingers](#)

A recording of this webinar will be available at portal.paladinpos.com/webinars.

Next Webinar:

Discover the Hidden Gems in Paladin

February 25, 2025

9am PT

<https://portal.paladinpos.com/webinars/>



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