

A 10-MINUTE WORKSHEET FOR SAAS TEAMS

9-Point Support Answer Scorecard

Score one repeated customer question. Find the weak point. Choose the first fix.

Question customers ask _____ Where the answer lives _____

Owner _____

ONE ANSWER. ONE DIAGNOSIS.

An answer can be accurate and still fail.

Customers may not use an answer they cannot find, trust, act on, or recover from. This scorecard separates those problems before your team rewrites another page.

Find	Trust	Act	Recover
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How to use it

1. Choose one question that reaches your team repeatedly.
2. Use the answer exactly as a customer sees it today.
3. Mark each check Yes or No. Do not award half points.
4. Add the Yes answers. Then use the matrix on page 4.

Do not score your entire help centre. One question keeps the result specific enough to act on.

USE THE ANSWER AS IT EXISTS TODAY

Mark Yes only when a customer can do this without your help.

01 Name it

The page uses the words customers use for the problem.

☐ YES ☐ NO

02 Find it

The answer appears where customers look before contacting support.

☐ YES ☐ NO

03 Recognise it

The heading makes clear who and what the answer is for.

☐ YES ☐ NO

04 Trust it

The answer matches the current product and names its source or owner.

☐ YES ☐ NO

05 Act on it

The next action is concrete and appears before optional detail.

☐ YES ☐ NO

06 Finish it

A customer can tell when the task is complete.

☐ YES ☐ NO

07 Handle the edge

The answer says what to do when the normal route does not apply.

☐ YES ☐ NO

08 Reach a person

Human help is available when the answer cannot resolve the issue.

☐ YES ☐ NO

09 Stay current

Someone owns review after product or policy changes.

☐ YES ☐ NO

YES TOTAL**/ 9**

YOUR SCORE POINTS TO THE NEXT ACTION

Use the score to choose the size of the fix.

8–9**Keep the answer. Improve the route.**

Test its title, placement, links, and support prompts. The content is unlikely to be the main failure.

5–7**Repair one weak section.**

Fix the first No in the customer journey. Run the scorecard again before changing anything else.

0–4**Reset the answer path.**

Bring the source material, owner, answer, recovery route, and human handoff into one reviewed journey.

My first No is check

The smallest useful fix is

I will test it by

THE ANSWER IS NOT THE WHOLE JOURNEY

The answer is only one part of the support journey.

01 Question Can the customer name the problem?

02 Discovery Can they reach the right answer?

03 Evidence Can they trust what it says?

04 Action Can they complete the task?

05 Recovery Can they get help when it fails?

If several checks fail, adding more articles usually adds more places to maintain. The next job is to connect the source, approved answer, delivery point, and handoff.

DONE-FOR-YOU SUPPORT & DOCS RESET

Turn the first failed answer into an approved support journey.

Start with the question you just scored. FAQ Hub reviews the sources, structures one useful answer path, and prepares it for your approval.

YOU SEND**One repeated question**

Share the pages, PDFs, release notes, and Markdown that hold the answer today.

WE BUILD**One approved answer path**

FAQ Hub connects the source, answer, next action, recovery route, and human handoff.

YOU CONTROL**Scope and go-live**

See the scope before paid work starts. Approve what customers will see.

STANDARD SETUP: \$600–\$1,200

\$99 one-off setup

Available to the first 20 accepted SaaS customers. You approve the scope before paid work starts.

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