

Support desk, MOADEfy claim pool & training

Slug: support | Category: support

Summary

Opt in as a support provider, complete job-spec training and coaching (MOADEfy), then claim pool tickets. Finish by half ideal time for 100% commission; after half-time the task broadcasts to your same-profile team (70/30). AI may finish if the team cannot. Chat desk + QR mobile link.

Guide

1. Become a provider (MOADEfy job-spec path)

- Opt in at registration or on your profile (support provider / human support)
- start training - quizzes and qualification; stop training exits
- MOADEfy path: Train on the job spec (OJT / WIL) ? Coach with a mentor from the roster ? Contract for self-managed delivery (minimal supervision)
- Work is done in chat (web or mobile) - not by uploading files in backend forms
- Admin: People ? Access matrix / Competency / Training / Coaching

2. Claim pool - half-time commission (MOADEfy)

When you claim a ticket from the open pool, the system locks the payout rate and starts the ideal task minutes clock from your job spec (e.g. support agent ? 40 minutes).

- 100% commission - complete the task within half the ideal delivery time
- Half time passes - you lose exclusive claim; the task is broadcast to teammates with the same profile (language / services / qualification)
- 70% / 30% - if another teammate completes within half of the remaining time, they earn 70% and the original claimer keeps 30%
- AI fallback - if the team still cannot finish, ethical AI attempts completion when trained (or self-trained from how humans once completed similar tasks). No human commission on pure AI completion

Target: finish project work in half the project timeline so half the budget funds tool services, annual human commissions, and growth.

3. Desk commands (web or mobile)

- support desk - help for the desk
- my tickets - open tickets assigned to you
- next ticket - take the next one + AI instructions
- open ticket MSG / open ticket 106
- reply: your answer - text reply to the ticket owner only
- Hold mic for a voice reply while a ticket is open
- play ticket - hear the user's voice
- close ticket - resolve without extra reply

4. Scan QR - use support chat on mobile

Providers can work tickets on the phone with the same profile as the web desk.

- On a computer, sign in and open <https://businesssite.online/businesssite/support/profile>.
- That page shows your support status and a QR code to open the same chat desk on mobile.
- On the phone: install BusinessSite TA8/RC1 if needed, open chat, say scan qr or login to web, allow camera, and scan the QR on the support profile page.
- After link, run support desk / next ticket / reply: ? in the mobile app - replies still deliver only to the ticket owner as chat bubbles.

Users (and providers on public web) link the same way: keep homepage or chat QR open ? phone login to web ? browser opens full chat (not Demo Mode). Header Unlink phone disconnects the browser. See guide mobile.

5. Exit

Say stop / stop training / cancel to leave multi-step flows. On web: Unlink phone to delink.

Also: guide moadeify for the full Tool · Team · Task model.

Chat commands

support desk · my tickets · next ticket · reply: ? · start training · stop · scan qr · unlink phone (web) · claim pool
half-time commission

Exit multi-step flows

Say STOP or CANCEL or EXIT at any time. Say CONTINUE to stay in the current wizard.

How-to videos

Homepage reel: <https://businesssite.online/businesssite#how-to-register>

Chat: say "how-to videos" or "guide support"