



Department: Employers
Full Name: Margus Meigo
Email: waffad@gmail.com
Username: Waffa
Operator: Antoinette B.

20:18 **Username: Waffa**

20:18 **Please wait and one of our Customer Support Agents will be with you shortly.**

20:18 **You are now chatting with Antoinette B. (CX Specialist - Live Chat Support). Let us know if our Customer Support Agent assisted you well by answering the survey at the end of the chat.**

20:18 **Antoinette B.:** Hi, this is Antoinette. Welcome to Freelancer.com Support Desk.

20:19 **Antoinette B.:** How may I help you, Margus?

20:19 **Margus Meigo:** Greetings, Antoinette

20:19 **Margus Meigo:** CX Specialist? What is that ?

20:20 **Margus Meigo:** For starters, do You see the start up topic also i set for a support help ?

20:20 **Antoinette B.:** CX Specialist stands for Customer Experience Specialist.

20:20 **Margus Meigo:** Wonderful

20:21 **Antoinette B.:** Regarding the topic, it's not displayed on my end.

20:21 **Margus Meigo:** I have had many experiences You perhaps care for

20:21 **Antoinette B.:** Can you tell me more about it?

20:21 **Margus Meigo:** i will upload the last one of that chat as well up in here: https://www.youtube.com/watch?v=vVKkyh62FQE&list=PLsXeINZnKcxmi_y_71bWFEX2Szi7VYALG (as it is all in one file)

20:21 **Margus Meigo:** related to the automatic bidding

20:21 **Margus Meigo:** that some script people do, with robots in this iste

20:22 **Margus Meigo:** I wonder, why do the yask the topic name, for a Chat, if it is not shown to you ? It is really, really silly, do You find, makes experience a bit less good, as for people assume, You know what we start to talk about: as this is what the topic was about,

20:22 **Margus Meigo:** But my issue, is about really similar thing, people bidding on projects they not read,

20:23 **Margus Meigo:** is that normal accepted thing in here?

20:23 **Margus Meigo:** as last support person told, from our talk: "Donald G: We appreciate it if you wish to help, however, the thought of some accounts can just place bids on newly posted projects on auto does not make sense, especially that bids are limited to a certain number for freelancers every month, depending on the membership plan they are subscribed to."

20:24 **Margus Meigo:** so i told him i will make some project related to it, but he was not interested to know methods how to find out who is making automatic bids, is that normal for a support to do ?

20:25 **Margus Meigo:** in some projects, there comes like 10 some automatic reply's who have not even looked what you ask from them

20:26 **Margus Meigo:** and then they ask / tell you about money, and you can not even reply to them before you accept their offer, so there is no way to even test if they real or not or if they read or not

20:26 **Margus Meigo:** I want to help to think out ways how to make this system better, or at least point out some solutions,

20:27 **Antoinette B.:** Your feedback regarding this is really appreciated, Marcus.

20:27 **Margus Meigo:** we should make brainstorm to find out more solutions

20:27 **Margus Meigo:** G

20:27 **Margus Meigo:** With a G :p

20:28 **Margus Meigo:** Also give some training to "Donald G: "

20:28 **Antoinette B.:** I'm glad to know that you're willing to help us in finding out those users who are making automatic bids.

20:28 **Antoinette B.:** Actually, we have an ongoing test with some of our users for that.

20:29 **Antoinette B.:** We require them to answer some fields/questions.

20:29 **Margus Meigo:** yeah i made one screen video about it, as well, will upload it as well, but it needs to be done in full month and time by time again, to spot also the human bots, computer bots is easy, ... i mean they have real programmers behind it, but it is still not honest thing to do

20:29 **Margus Meigo:** well these questions do not work i try

20:30 **Margus Meigo:** I mean i test different questions, but nothing work, they bit come in instant i post, and pop up all kind of offers

20:30 **Margus Meigo:** it is on video, i upload for you

20:30 **Antoinette B.:** Can you give me a moment?

20:30 **Antoinette B.:** I'll just check the test we are currently running.

20:30 **Margus Meigo:** You can test it yourself, with a simple webproject, and put in description, this is test project, do not bid on it.. and see.. they still bid

20:31 **Margus Meigo:** also pisses me off, i see so much effort to get my project description proper for Your site, pay money to few different people, and then i find out, no one even reading it

20:33 **Margus Meigo:** okey some do, but is hard to find the real ones between automatic ones, as they are in massive amount more, and then they outsource whatever they win, or call up their network .. but i not telling, this is evil thing to do, as they still make a work, most of the times, but it is not as people assume it is, who put lot of serious effort in to it

20:33 **Antoinette B.:** Thanks for waiting.

20:33 **Antoinette B.:** By the way, thank you for the video.

20:33 **Antoinette B.:** I will be forwarding it to the proper department for review.

20:34 **Margus Meigo:** (the last video i will load soon, has more examples, will do it after a chat)

20:34 **Antoinette B.:** We have released a new and improved bid proposal flow to some freelancers.

20:34 **Antoinette B.:** This aims to increase the award rate as freelancers will be able to provide specific projects that they have completed previously for the employer's reference.

20:35 **Antoinette B.:** Once a freelancer clicks on the Place a Bid button and provides their bid amount, the bid will be placed right away and the multi-step bidding process will start:

20:35 **Margus Meigo:** Yes that would be elementary thing, good idea

20:35 **Antoinette B.:** 1. "Summarise your bid for this project in your own words" (required).

20:35 **Antoinette B.:** 2. "State your understanding of what is required for this project" (required).

20:35 **Antoinette B.:** 3. "Describe your skills and experience for this project" (required).

20:35 **Margus Meigo:** if You have some work circles, so i can participate in ideas, let me know, i will join in

20:35 **Antoinette B.:** 4. <screening question text>" (required if employer asks a screening question).

20:36 **Antoinette B.:** 5. "Propose a list of key tasks and deliverables as a series of milestones" (required).

20:36 **Antoinette B.:** 6. "List any additional services you can provide" (optional).

20:36 **Antoinette B.:** 7. "Ask the employer a question" (optional).

20:36 **Margus Meigo:** (Y)

20:36 **Antoinette B.:** As you can see, almost all of these are required before the bid of the freelancer will be posted on the project.

20:37 **Margus Meigo:** most important, look up as many OLD users you have, more then 10 years , and ask from them what bothers them and how they think it can be made better, also make some award competition, as You had about "How freelancer changed life" ... it will be also good advertisement for old users to come back, as they see you fix issues

20:38 **Margus Meigo:** also the billing system is a bit out of place

20:38 **Margus Meigo:** company VAT information and things, .. can be show much better on screen

20:39 **Margus Meigo:** also filtering out money that has been taken from a CC / pay pal etc, .. separate, so people see what is coming from their card

20:39 **Margus Meigo:** many other things are superb in here, but some things are really behind

20:39 **Margus Meigo:** i think this site as way more huge global potential

20:40 **Margus Meigo:** (right now all is mixed up so person has not so easy to see what is Really only taken from a card, as all other transactions are mixed in to it)

20:41 **Antoinette B.:** We appreciate your concern with our community.

20:41 **Antoinette B.:** Rest assured that your feedback and suggestions will be passed along to the proper department for review.

20:41 **Margus Meigo:** also when i change my company name to new one, it changed old invoices also .. in a way i needed it, but some other might now, so make some date selection up to what point the change of company name will reflect or maybe what company info they want to see on what invoice in export

20:41 **Antoinette B.:** It will definitely help us know which of our services need to be improved on.

20:42 **Margus Meigo:** for sure, most important, let the Donald take some customer care trainings

20:43 **Margus Meigo:** Alright, so that's good, margus.meigo@eesti.ee / FB Margus Meigo if You would like to notify me to call on to more ideas,

20:43 **Margus Meigo:** I for now can not focus on it full time but great to see You dealing with it,

20:44 **Antoinette B.:** I'll take note of your feedback regarding Donald.

20:44 **Margus Meigo:** I let You off now, just wished i would have found You before, :))

20:44 **Margus Meigo:** I did not start to make bad review on him, just sort it out privately

20:44 **Antoinette B.:** We are glad to have someone on our site that's helping us improve our services.

20:44 **Margus Meigo:** Well, that what is life about

20:45 **Margus Meigo:** only way to get world better

20:45 **Margus Meigo:** Would You have more questions to me ?

20:45 **Antoinette B.:** Thank you for your valued input. :))

20:45 **Antoinette B.:** I do not have any questions as of the moment.

20:45 **Antoinette B.:** How about you?

20:46 **Margus Meigo:** I am Good, Will, do what i can to be at least. So We can part now, stay warm!

20:46 **Margus Meigo:** See You!

20:46 **Margus Meigo:** (Your good chat fixed my mood well, and feelings about site,)

20:46 **Antoinette B.:** Please keep on sharing ideas that will help us improve our services and processes by e-mailing us at support@freelancer.com.

20:47 **Antoinette B.:** We'll be waiting for the other videos that you will make as you have mentioned earlier.

20:47 **Margus Meigo:** (Y)

20:48 **Antoinette B.:** Can I help you with anything else?

20:48 **Margus Meigo:** No Worry Antoinette, is all good now, as long we getting it better!

20:49 **Margus Meigo:** i can close the window now

20:49 **Margus Meigo:** I am sure all that in the end will end up in positive light for You!

20:49 **Margus Meigo:** (i hope)

20:50 **Antoinette B.:** Have I answered all of your concerns?

20:50 **Margus Meigo:** For sure, You can close session now

20:51 **Antoinette B.:** If you need further assistance, please contact us using this chat platform, through Support Desk, or by e-mailing us at support@freelancer.com.

20:51 **Antoinette B.:** Have a great day! :))

20:51 **Antoinette B. has left the conversation. Click here to leave a message.**

Customer Support HQ: <https://www.freelancer.com/support>