

Subject: Steelhead Weekly Newsletter 10/28/2022

Date: Friday, October 28, 2022 at 7:02:30 AM Central Daylight Time

From: Jeff Halonen, CEO of Steelhead Technologies

To: [REDACTED]



STEELHEAD

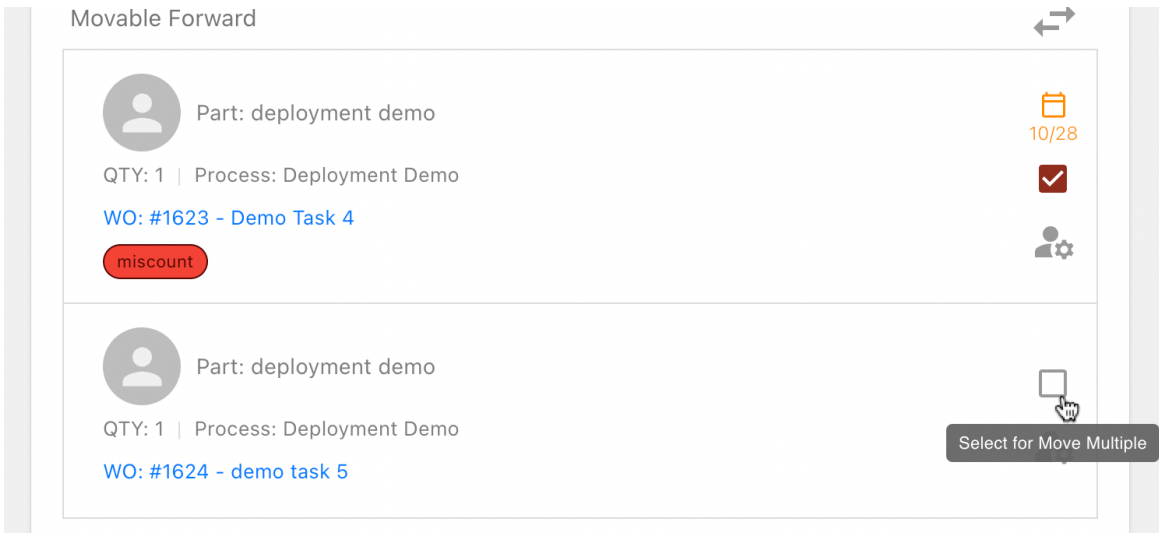
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WEEKLY NEWSLETTER

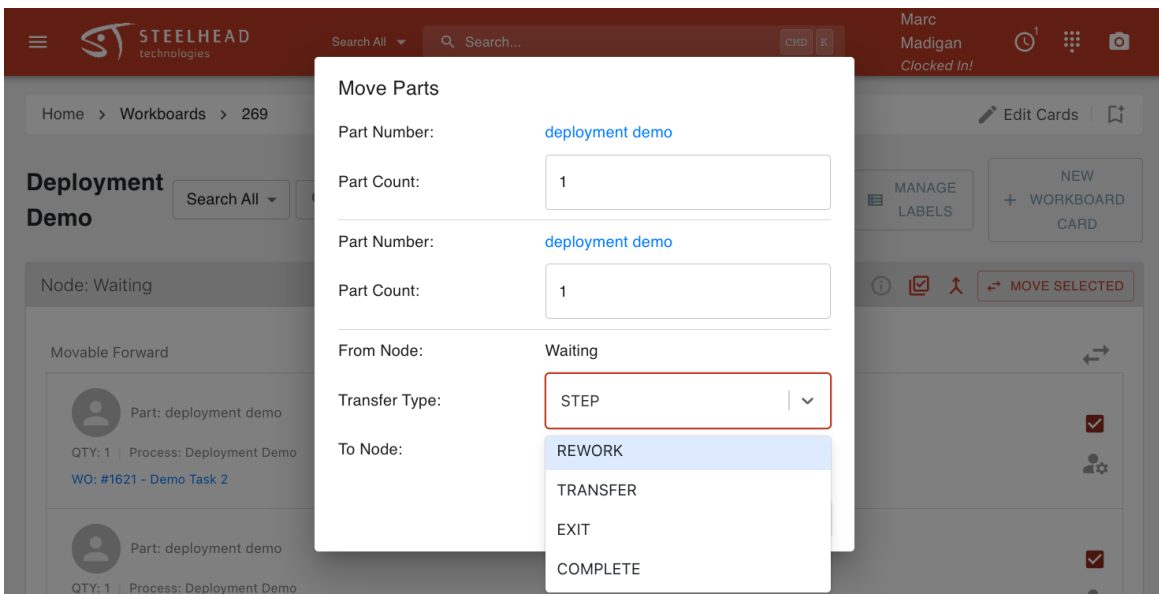
Moving Multiple Parts - Now Available on Workboards!

Moving multiple parts from a Workboard is one of the most common requests we get from Steelhead users. We're happy to report that we added this feature earlier this week. It's available now, if you haven't already seen it.

A screenshot of the Steelhead Technologies software interface. The top navigation bar is red and contains the Steelhead logo, a search bar with 'Search All' and a magnifying glass icon, and user information for 'Marc Madigan' with a clock icon and 'Clocked In!'. Below the navigation bar, there is a breadcrumb trail: 'Home > Workboards > 288'. To the right of the breadcrumb are 'Edit Cards' and a share icon. The main content area has a 'Demo' label, a search bar with 'Search All' and a magnifying glass icon, and a 'MANAGE LABELS' button. To the right is a 'NEW WORKBOARD CARD' button. At the bottom of the screenshot, there is a status bar with 'Node: Waiting', an information icon, a checkmark icon, a person icon, and a red 'MOVE SELECTED' button.



On any Workboard screen, you should now see a button on each card called "Toggle Multiselect." When multiselect is on, checkboxes will appear next to parts that may be moved together. Check the boxes and click the "Move Selected" button at the top of the card. You can then move the parts like you would from the Work Order screen. The options to move parts include Step, Rework, Transfer, Exit, and Complete.



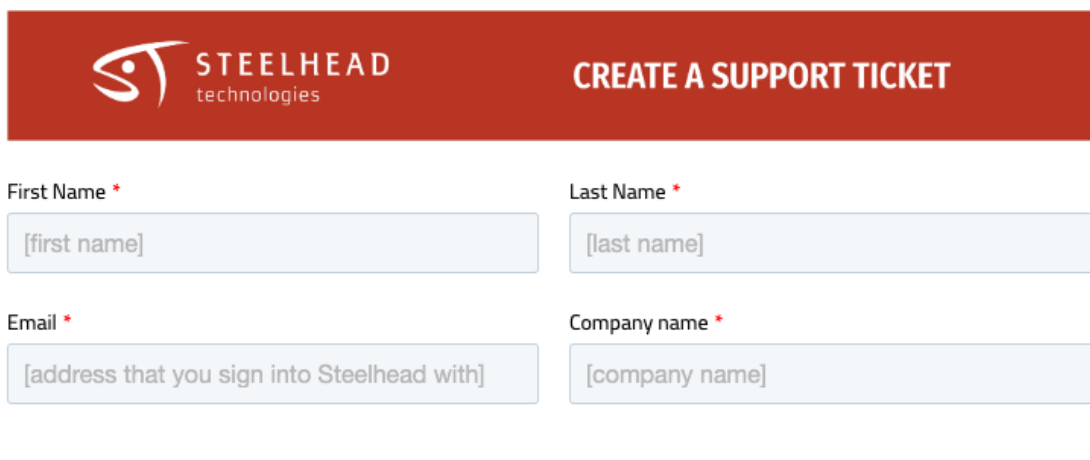
For more information about using workboards in Steelhead, take a look at these documents located in the Customer Success Portal:

- [Workboards](#)
- [Setting Up Workboards](#)

- [Using Labels on Workboards](#)

Need Help? Try out the new Support Ticket Form

Steelhead recently began using a new Customer Relationship Management platform. Our new tool assists us in logging and responding to support requests. It also allows us to track issues that Steelhead users face day-to-day, which guides engineering efforts. In this platform, one new feature that we've developed to help improve customer success is our [Support Ticket form](#).



The screenshot shows the top of a support ticket form. It features the Steelhead Technologies logo on the left and the text "CREATE A SUPPORT TICKET" on the right, both on a dark red background. Below this, there are four input fields arranged in a 2x2 grid: "First Name *", "Last Name *", "Email *", and "Company name *". Each field contains a placeholder text in brackets: "[first name]", "[last name]", "[address that you sign into Steelhead with]", and "[company name]". A horizontal red line is positioned below the input fields.

Ticket Category *

What sort of help are you looking for? Check all that apply.

- Bug (something isn't working)
- Enhancement (requesting a new feature or capability)
- Question (need help using an existing feature)

This form guides users in providing information that we need to help solve technical issues rapidly. It speeds up our internal communication of issues and helps us track how long issues have been open for. Ultimately, the ticket form fast-tracks several steps of our support workflow, resulting in faster and higher quality support.

Of course, if you prefer to contact us as you always have for support, you

don't need to do anything differently. Support tickets are just another option open to you.

The Support Ticket form is available now in the [Customer Success Portal](#). In the next week, you will also see a new tile on the Steelhead app home page called "Success." This page will host support contact information, user documents, support tickets, and other customer success resources.

[Visit the Steelhead Customer Success Portal](#)



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