

Presented by :

Eizz

Community Moderation/ Management Case Studies

Case Study: Snapshot Community Support



About Snapshot Labs

Snapshot is one of the **most popular and widely used governance platforms** in Web3, empowering DAOs and communities to make collective decisions. It offers both:

- Snapshot (off-chain voting): Gasless, efficient proposal creation and voting
- Snapshot X (on-chain voting): Trustless, verifiable governance for projects requiring higher security

Case Study: Snapshot Community Support



About Snapshot Labs

It has become a key platform for decentralized governance, with:

30,000+ Discord community members

70,000+ total spaces created

Used by major DAOs such as **Uniswap, Aave, Balancer, Gitcoin, ENS** and many more

Challenges

Users frequently faced obstacles that limited participation in governance:

- Inability to cast votes due to eligibility issues
- Confusion in creating and managing proposals
- Difficulty in configuring voting strategies tailored to their DAO's needs
- Proposal restrictions and uncertainty on how to work around them

Actions taken

As part of Snapshot's support, here are the key contributions I made:

- Guided users step by step in resolving voting issues, configuring space settings, and creating proposals to ensure smooth participation.
- Suggested and optimized strategies to help DAOs set up effective voting mechanisms tailored to their governance needs.
- Provided clear, practical instructions including troubleshooting and workarounds for platform limitations.

Results and Impact:

- Successfully resolved user concerns, enabling DAOs to run votes and manage proposals seamlessly.
- Helped DAOs improve governance efficiency, leading to smoother decision-making processes.
- Received consistent user ratings of 4–5 stars (Over 85%) along with positive feedback appreciating my support and effectiveness.
- Recognized by community members for clarity, patience, and ability to provide actionable solutions.

Proof of Work and Feedback

melkecelioglu@gmail.com

☆ ⋮ 📧 👤

You've already created 3 proposals today, so you won't be able to create one again today. You can continue tomorrow instead.

Seen • 18d 👤

hmm

alright

thank you very much Eizz

you have helped me a lot

18d

You're very much welcome and always happy to assist you!

Seen • 18d 👤

thank you <333

18d

Details Copilot

Assignee Eizz | Snapshot

Team Inbox Unassigned

Links

Conversation attributes

ID 215470229406742

Co

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Sn

CX

The customer received helpful information regarding their voting power and proposal creation, leading to a satisfactory resolution. The agent was responsive and provided clear guidance, contributing positively to the overall experience.

CX Score expla... The customer receive...


See all

Topics

+

Green Astronaut

☆ ⋮ 📧 👤



3mo

Awesome. Happy that you finally voted now!

Let me know if there's anything else I can help you with

Seen • 3mo 👤

That's all I needed. This is the first time I've received such generous support!! Thank you, Eizz♥

3mo

Thanks for the kind words! You're always welcome

Details Copilot

Assignee Eizz | Snapshot

Team Inbox Unassigned

Links

Conversation attributes

ID 215469081679434

Co

Br

Su

Sn

CX

The customer successfully resolved their issue with voting after receiving clear guidance and support from the agent. The positive sentiment expressed by the customer indicates high satisfaction with the service provided.

CX Score expla... The customer succes...

See all

Topics

+

Proof of Work and Feedback

miss3b.eth@gmail.com

Hi Eizz! Thank you so much for the answer, that's clear!

May I ask if this also applies to the wallet that holds the asset? Let's say at proposal creation, I had 10 NFTs for 10 votes, and transferred 5 to another wallet right before the proposal goes live.

Does that mean I still have 10 votes?

what matters is the state of the wallet at the block when the proposal was created. So even if you transferred 5 NFTs after the proposal was created before it went live, you'll still have 10 votes, because your voting power is locked based on the snapshot taken at proposal creation.

Awesome! Thanks for clarifying. All clear on my end now - feel free to close this ticket.

May I have a copy if this conversation sent to my email please? Thanks

Details Copilot

Assignee Eizz | Snapshot

Team Inbox Unassigned

Links

Conversation attributes

ID 215469368174913

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CX Score expla... The customer receive...

See all

Topics

The customer received clear and accurate answers to all their queries, leading to a positive sentiment. The support was timely and effective, resulting in high satisfaction.

hughkeir@gmail.com

ok trying now

I am still getting the voting power error

Alright, since you changed your strategy, you'll need to create a new proposal. The previous one won't work because it was set up with an incorrect params. You need to create a new proposal for the changes to take effect

got it

will try now

its working now

Thank you!

Details Copilot

Assignee Eizz | Snapshot

Team Inbox Unassigned

Links

Conversation attributes

ID 215469325358551

Co

Br

Su

Sn

CX Score expla... The customer succes...

See all

Topics

The customer successfully resolved their issue with the guidance provided by the support agent, leading to a positive experience. The agent was knowledgeable, responsive, and maintained a helpful tone throughout the conversation.

Proof of Work and Feedback

The image displays two screenshots of a support chat interface, likely from a CRM system, showing a customer's issue and the support team's response. The interface is dark-themed with a sidebar on the left and a main chat area on the right.

Left Screenshot (Email: liamatreides1989@gmail.com):

- Header:** Email address, star icon, and user profile icon.
- Chat Area:** A green "Confirm" button is visible. The chat history shows a message from the customer: "Hey there! I'm glad to know that it's working now, the reason might be because there seems to be an issue with your wallet before that's stopping you from voting." (Seen • 4mo). Below it, the customer says: "So strange, but at least it's working! Thank you all for your help, the customer service here is absolutely outstanding and I have been and will continue to sing your guys praises!" (Seen • 4mo). At the bottom, the customer says: "Appreciate your kind words! I hope you have a great day ahead" (Seen • 4mo).
- Details Panel (Right):** Shows "Assignee: Eizz | Snapshot" and "Team Inbox: Unassigned". A red box highlights a summary: "The customer ultimately found a solution to their issue, which led to a positive sentiment. The support team was responsive and provided multiple avenues for resolution, contributing to high satisfaction."

Right Screenshot (Email: info@atlantisprotocol.so):

- Header:** Email address, star icon, and user profile icon.
- Chat Area:** A message from the support team is visible: "Then for that, here are the only strategies we support for staking [https://v1.snapshot.box/#/?filter=strategies&q=staked](\"https://v1.snapshot.box/#/?filter=strategies&q=staked\") and if none of those match, you can do these alternatives instead. So, if your staking contract has a balanceOf function to check how many tokens a user has, you can use the our erc20-balance-of strategy. And, if your contract uses a different method name to check balances, you can use our contract-call strategy, which lets you set the method manually." (Seen • 1mo). Below it, the customer says: "thank you, i'll talk with our devs and if needed i'll ask again your support" (Seen • 1mo). At the bottom, the customer says: "thank you very much" (Seen • 1mo). The support team responds: "Sure, you're welcome!" (Seen • 1mo).
- Details Panel (Right):** Shows "Assignee: Eizz | Snapshot" and "Team Inbox: Unassigned". A red box highlights a summary: "The customer received timely and relevant responses to their queries, leading to a resolution of most issues. The overall sentiment was positive, although there was some confusion regarding the visibility of their strategy."

Testimonial



Fabien/Less

Founder of Snapshot

“It's a pleasure working with Eizz. Her expertise and deep understanding in our support team play a critical role in meeting our users needs. Her contributions have significantly enhanced user satisfaction for our project Snapshot. Thank you, Eizz, for your invaluable service.”