

Kraftwurx - User communication

Posted by anachreon - 2012/02/03 03:50

Hiya,

The site, due to the Forum use, does not appear as well known as it purports to be. Granted, coming from an established company and only recently pushing a massive rollout of processes and materials will make it appear so.

Yes, a lot of us 'check out' companies based on Forum use and frequency and speed of responses. This appears to be lacking and slow, making it seem like a one man band. Nothing wrong with that as long as the service/responses expected is/are maintained.

I am very interested in the range of materials and the Bridge Manufacturing (to which I posted a question, no response yet).

Some questions appear neglected when you check the posting date.

You guys need to demonstrate a greater interest in Customer service, otherwise newcomers will pass by after checking the Forums.

Cheers,

Luis.

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Re:Kraftwurx - User communication

Posted by anachreon - 2012/02/03 08:17

Hiya,

Note: The page <http://www.kraftwurx.com/industry-news> linked from <http://www.kraftwurx.com/3d-printing> gives a 404 error.

Cheers,

Luis.

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Re:Kraftwurx - User communication

Posted by Marco CM - 2012/02/03 14:07

Hello Anachreon. Thank you for taking the time to express your issues with us. Although Digital Reality tm is an established company. Kraftwurx.com is newly launched site. We launched in Nov 11' and translating all of Digital Reality's power to a web-cloud service takes time. Our community forums are not

mature but are ever growing. Like any newly launched service it will gain strength as it gains users. Much work is being done behind the scenes.

We ask our customers/sellers please be patient with us. We do work to provide great customer service. Including answering forum entries as soon as possible. I will make sure to have a reply to your materials and manufacturing questions.

You can usually find me directly in the on-site chat system for even quicker assistance. There I am free daily to answer questions etc. Personally as Community Manager, I will do my best to always reply with-in a reasonable time.

I will have our web development team take a look as the pages with 404 errors. Your input is valuable, as it helps to shape and refine the site.

Thank You,

-Marco

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Re:Kraftwurx - User communication

Posted by anachreon - 2012/02/27 04:54

Hiya,

Please note that the emails 'Updates from the Community' are arriving with:

'LATEST FORUM POSTS

Normal 0 false false false EN-US X-NONE X-NONE MicrosoftInternetExplorer4

OTHER THINGS GOING ON

OTHER STUFF GOING ON'

In the body of the message.

This does not look very professional...

Cheers,

Luis.

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Re:Kraftwurx - User communication

Posted by Marco CM - 2012/02/27 12:06

We have learned that a few members are getting our email in this fashion. May you please tell me if you are using Thunderbird email? Or any other email program.

-Marco
Community Manager

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Re:Kraftwurx - User communication

Posted by anachreon - 2012/02/28 08:18

Hiya,

Using Thunderbird.

Cheers,

Luis.

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Re:Kraftwurx - User communication

Posted by Marco CM - 2012/02/28 12:28

Ok we are aware of this issue. We are working to solve this Thunderbird specific problem.

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Re:Kraftwurx - User communication

Posted by anachreon - 2012/03/01 05:08

Hiya,

Getting another 404 from the homepage when clicking on:

<http://www.kraftwurx.com/sell>

Cheers,

Luis.

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Re:Kraftwurx - User communication

Posted by Marco CM - 2012/03/01 10:24

I'll have our development take a look at it. Thank you for bringing it to our attention.

-Marco
Community Manager

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