



Your first days at Websupport

Jakub Hanzel

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Role: Customer Success Advisor

Office: Bratislava

Company: Websupport

Manager: [@Katarína Javorčíková](#)

Buddy: [@Norbert Blaško](#)

Roadmap link: [Roadmap \(Jakub Hanzel\)](#)

Week 1 - onboarding

Monday 8.06.2026

- 09:00 - 10:30 Orientation session with HR & Systems accesses (**HR, IT OPS**)
- 10:30 - 11:00 Office tour ([@Katarína Mitašová](#) - office manager)
- 11:00 - 13:00 Sponsored lunch ([@Norbert Blaško](#) [@Katarína Javorčíková](#), [@Dominik Mikláš](#))
- 13:00 - 14:00 Health and safety training (Edumio)
- 14:00 - 15:00 Accesses - LiveAgent, Okta, Slack, HD app, 1Pass, Outlook ([@Norbert Blaško](#) [@Katarína Javorčíková](#),)
- 15:45 – 17:00 Coffee and cake in the office (you, your team)

Tuesday 9.06.2026

- 09:00 - 10:00 Orientation session about the team ([@Katarína Javorčíková](#)) Room: Batman
- 10:00 - 11:00 Roadmap - KnowledgeBase ([@Katarína Juhásiková](#))
- 11:00 - 12:00 Roadmap - Self-Edu + Wordpress AI installation
- 12:00 - 13:00 Lunch
- 13:00 - 17:00 Tools + Shortcuts + Freeweb [@Norbert Blaško](#)

Wednesday 10.06.2026

- 09:00 - 13:00 Roadmap - Products and Portfolio ([@Filip Bálint](#))
- 13:00 - 14:00 Lunch
- 14:00 - 17:00 Service management - HD app/Webadmin ([@Dominik Mikláš](#))

Thursday 11.06.2026

09:00 - 12:00 Roadmap - Domains, Registers ([@Norbert Blaško](#)) + practice
12:00 - 13:00 Lunch
13:00 - 17:00 Roadmap - DNS ([@Jakub Matuška](#))

Friday 12.06.2026

9:00 - 13:00 Roadmap - Billing ([@Erik Fabrice](#))
13:00 - 14:00 Lunch
14:00 - 17:00 Roadmap - LA workaround ([@Dominik Mikláš](#)) - alternativa Self - Education

Week 2 – onboarding, first tickets, self-edu**Monday 15.06.2026**

09:00 - 13:00 Roadmap - Emails I. + Business Mail ([@Michaela Očenášová](#))
13:00 - 14:00 Lunch
14:00 - 17:00 Roadmap - Emails II. ([@Marek Hrnčár](#))

Tuesday 16.06.2026

- 09:00 - 11:00 Easy tickets w/ TL + Self Edu
- 11:00 - 12:30 Roadmap - 2nd line intro ([@Jakub Krátky](#))
- 12:30 - 13:00 Lunch
- 13:00 - 16:00 Roadmap - FTP, Shell, SSL, databases ([@Jakub Krakovik](#))

Wednesday 17.06.2026

- 09:00 - 10:30 Roadmap - Cookie & GDPR Manager (iUbenda) ([@Filip Bálint](#))
- 10:30 - 12:00 Easy tickets w/ TL + Self Edu
- 12:00 - 13:00 Lunch
- 13:00 - 14:00 Easy tickets w/ TL + Self Edu

Thursday 18.06.2026

- 09:00 - 12:00 Roadmap - Websitebuilder ([@Stanislava Kováčsová](#) + “create your own website”)
- 12:00 - 13:00 Lunch
- 13:00 - 16:00 Error hlášky ([@Michaela Očenášová](#))

Friday 19.06.2026

- 09:00 - 12:00 Easy tickets w/ TL + Self Edu
- 12:00 - 13:00 Lunch
- 13:00 - 16:00 Easy tickets w/ TL + Self Edu

Week 3 – Week 5 - onboarding

09:00 - 17:00 easy tickets w/ senior + tickets + self-edu

TBD with new advisors:

OPS & infrastructure - intro (Matúš Vlček)

B2B - intro session (Matej Torok)

DEV Project management & Feature teams - intro (Jozef Paulišin)

Brand Marketing - intro (Lenka Drobná)

Communication training (TBD)

Meetings: All-staff meeting / CS functional All-hands / TB Nordics&CEE All-hands (TBD) /

+ System tickets - demonstration ([@Norbert Blaško](#))

+ Notifications and registrations ([@Norbert Blaško](#))

Week 6+

Working on 2 chats or 1 phone based on shiftplanning

NiceReply ratings review (TL)

Retrospective + test after the 1st month ([@Norbert Blaško](#))

Consultative Care Intro Session ([@Eva Kianičková](#))