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CUSTOMER SUPPORT MANAGER – FORTUNE 500 SOFTWARE COMPANY

A TEAMSUPPORT CASE STUDY

AT A GLANCE

COMPANY

Fortune 500 software company

INDUSTRY

Technology

HQ

USA

OFFICES

USA and multiple global offices

RESULTS WITH TEAMSUPPORT

6,700 total tickets processed

400 backlogged legacy tickets resolved

Elimination of unauthorized calls tying up valuable time and resources

THE BUSINESS CHALLENGE

A business unit within a Fortune 500 software company sought a ticketing system to help its entire customer support team streamline, organize and respond more efficiently to its business clients.

THE TEAMSUPPORT DIFFERENCE

After considering several products, TeamSupport was selected as the team's customer support system.

The software company's customer support manager says TeamSupport's chief advantages include:

- **Enhanced organization**

“We started with the 400 untouched tickets and prioritized them, and then TeamSupport organized us,” explains the business unit's manager. In particular, TeamSupport's Client Portal has helped “herd authorized calls” and point customers to the information they need while at the same time helping to eliminate unauthorized calls.

- **CRM integration**

“Having a company view and contacts from our CRM was something we needed,” he explains. “It's been a good plus to the system.”

- **Flexible structure**

Although TeamSupport was easy to implement, the team's manager says its flexibility was the real bonus.

“The flexibility of this product has made it worth everything,” he says. “TeamSupport works the way we want it, rather than forcing us to use a prescribed workflow. Having that level of flexibility was a key component of our selection.”

THE BUSINESS RESULTS

The software company implemented TeamSupport and, since then, has processed 6,700 tickets. Each customer interaction now is categorized and reported according to specific metrics.

“This is a huge upside,” the manager explains. “TeamSupport’s reporting functions allow us to see the volume of requests and the percentages of calls in certain categories—and then we can train our people in those key areas. With TeamSupport, we can do a lot more than we ever could before.”



TeamSupport helps you:

RESOLVE ISSUES quickly.
COLLABORATE more effectively.
Know your **CUSTOMERS** better.
Support the needs of your **ENTERPRISE**.



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SET UP A PERSONALIZED DEMO

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