

Case Study: Follow Up Automation (Government Agency)

The Challenge:

The client needed an automated solution for following up with unresponsive users, time consuming and repetitive task for their support agents.

Solution:

An automated solution that sends user reminders to respond to an agent's contact attempts. The solution also closes tickets and requests.

Results:

Reduces to zero the agent time on unresponsive ticket follow-up. All tickets follow the automated process, are never prioritized over and are always followed up.

