



## Help and Service Desk Case Study

How a BPO (Business Process Outsourcing) company was able to **increase Customer Satisfaction by 80%**, **reduce the time to address customer needs by 70%** and **reduce costs by 90%** by using Wavity's revolutionary zero-code Help and Service Desk Solutions.

### Background

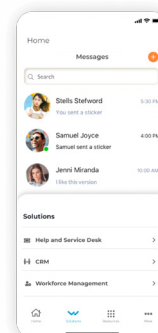
A major BPO which has been in business over five decades and provides services to dozens of customers had a unique challenge. They had multiple homegrown ticketing applications that had multiple workflows to support the unique requirements of each customer. Making changes to the applications was very time consuming and expensive and over time this led to customer satisfaction issues.

### The Catch

The BPO needed a Help and Service Desk Solution that would not only resolve their current problems but one that could easily handle any changes (User Interface, Data Fields, Computations, Workflows, Analytics etc.) that would be thrown at them by present and future customers.

### Customer Quote

Wavity was very quickly able to replace our homegrown ticketing application with a modern cloud solution, help streamline operations and greatly simplify application maintenance. Most importantly, customers and support staff are thrilled with the ease of use, and we can now make changes in a few days and sometimes in hours.



# Wavity Solution

Wavity's solution was able to address the needs of the BPO's customers as well as the needs of the BPO's Marketing and IT teams.



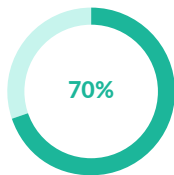
The following Wavity products were used in delivering the solution:

Wavity Platform – Help and Service Desk Solution

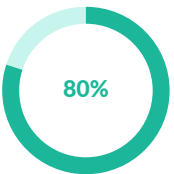
Wavity Application Designer

Wavity wBots

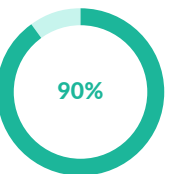
## The Results



reduction in time to address customer workflow, UI changes and other changes



increase in customer satisfaction



decrease in IT costs



improvement in Analytics on demand



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