TeamsWork

SMU Healthcare Transforms its Customer Support with Ticketing As A Service.

SMU Healthcare, a leading healthcare provider, was facing significant challenges in managing customer support inquiries effectively. They realized the need for a streamlined system to track, prioritize, and resolve customer issues promptly.

To overcome these obstacles, SMU Healthcare turned to Ticketing As A Service. Since then, SMU Healthcare successfully transformed their support operations, achieving faster response times, improved collaboration, and data-driven decision-making.

At a glance

SMU Healthcare

Customer: SMU Healthcare

Website: https://www.smuhealthcare.com

Customer size: Medium (50 - 999 employees)

Country: Indonesia

Industry: Healthcare

Products and services: Cardiology and Imaging

TeamsWork

https://www.teamswork.app/ticketing | contact@teamswork.app

See our offer on the Microsoft Commercial Marketplace

TeamsWork, SMU Healthcare, and Microsoft Teams

Customer challenges

SMU Healthcare, a leading healthcare provider, was facing significant challenges in managing their customer support inquiries effectively. The absence of a system resulted in delayed response times and difficulties in tracking and prioritizing customer issues.

With a growing volume of inquiries, this not only hindered their ability to provide timely assistance but also impacted overall customer satisfaction. It became evident that they needed a more efficient and structured approach to manage customer support and address these challenges.

Partner solutions

Ticketing As A Service offers the features and functionalities SMU Healthcare needed to effectively manage customer inquiries. With the App's intuitive interface, SMU Healthcare can easily create, assign, and track tickets, ensuring that each inquiry is properly routed to the appropriate departments and assigned to the right agents.

Designed to work within Microsoft Teams, it provides a range of unmatched benefits, including SSO and chatbot notifications, which enhance team collaboration and efficiency.

Customer benefits

Firstly, customers are delighted to receive timely and personalized assistance, leading to increased satisfaction levels.

Secondly, the ticketing app fosters seamless collaboration among the support team, thereby improving the quality of support.

Lastly, the data and analytics capabilities of Ticketing As A Service provide valuable insights to SMU Healthcare's management to proactively address recurring issues, optimize their support processes, and continuously improve their customer support operations.

✓ We saw a significant improvement in our First Response Resolution (FRR) rate. By resolving customer inquiries during the initial interaction, we enhanced customer satisfaction and reduced the need for follow-up interactions.

✓ Through the streamlined workflows and improved collaboration offered by the ticketing app, Agents were able to handle and resolve tickets more efficiently.

✓ The continuous monitoring of customer satisfaction ratings allowed us to identify areas for improvement, address recurring issues, and ultimately achieve higher levels of customer satisfaction and loyalty.

TeamsWork

https://www.teamswork.app/ticketing | contact@teamswork.app | +628119275473

See our offer on the Microsoft Commercial Marketplace