Switching from India's Largest SaaS to Happyfox: Darwinbox's Journey To 3X Faster Support

Industry - Software

darwinbox

happyfox

About Darwinbox

Darwinbox is a new-age, agile HCM Suite that enables enterprises and growing businesses to automate their day-to-day HR processes, deliver actionable insights and build better workplaces. They serve over 850 organizations and 2.2M employees across 116+ countries

Challenge

Process Flexibility: Although the previous vendor delivered results, they struggled to meet Darwinbox's growing demands, leading to workarounds and high dependency on the vendor for new process implementations.

Speed of Development: New processes and workflows were often delayed due to vendor involvement, increasing dependency and slowing progress.

Delayed Fixes: Promised features and fixes were frequently delayed, hindering Darwinbox's support team from meeting customer demands.

Data Discrepancy: Persistent glitches and data discrepancies, with temporary fixes instead of permanent solutions, were a major concern.

Escalating Costs: As the team grew, the escalating license costs became unsustainable for multiple stakeholders needing system access.

Implementation

The Darwinbox team needed a scalable, easy-to-use tool and discovered HappyFox through a customer at a CX leadership forum, quickly taking a liking to the solution.

Simplicity: The intuitive HappyFox UI made onboarding seamless, with new agents easily adapting to the system.

Ease of Use: The team found HappyFox easy to use, with a minimal learning curve.

System Uptime: Darwinbox was impressed by HappyFox's robust uptime, even with many users and complex workflows.

Admin Flexibility: The management team appreciated the ability to control the system at an admin level without relying on support.

Why HappyFox?

Flexibility   Ease of use   Simplicity   Scalability

Clear product vision   Business automations   AI Features

Results

3x Improvement in First Response Time:
After implementing HappyFox, Darwinbox saw a significant improvement in their first response time (FRT), reducing it from 24 hours to just 10 hours.

Enhanced Team Collaboration with Unlimited Agents: With HappyFox's unlimited agents plan, Darwinbox was able to onboard more account managers onto the help desk platform, fostering improved team collaboration and ensuring better handling of customer queries.

Identification of repetitive themes: Using Happyfox AI, the support tickets of Darwinbox were analyzed and almost 100 knowledge base articles were suggested for ticket deflection. Out of this 100 AI suggested articles, 30% of them were approved directly and some more were considered by their documentation team for further analysis. This was much larger than their expected figure of 20%.

Our Experience

Darwinbox is extremely happy with the consultative approach of Happyfox and the platform capabilities. The ability to incorporate any workflows, low dependancy on support because of the admin level flexibilties and ease of use stand out as the top benefits that Darwinbox sees with Happyfox. In addition to it, the AI capabilities of the platform and the speed at which features are shipped help Darwinbox navigate customer support and provide customer delight.

Moving from another leading support desk software and instantly taking a liking to Happyfox was because of the robust capabilities it offered, the use cases it continues to support and the AI-led future vision of the product which is important for a fast growing unicorn like Darwinbox.

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"Ease of use, simplicity, and admin flexibility are standout features. After implementing HappyFox, we experienced a remarkable 3x improvement in our first response time."

Avinash Mugali
Head Of Customer Excellence.