BARTLESVILLE

Case Study

PDG + CREATIVE

CREATIVE DESIGN

**USING HAPPYFOX
SINCE OCTOBER 2011**

PDG+creative of Bartlesville, Oklahoma is a full service creative agency, offering both print and interactive solutions, that's made up of a dynamic team of people who come together with a single pulse of creativity. They've been in this area of business for more than fifteen years, with many of their creative projects gaining state and international recognition.

As the Creative Director/Principal of PDG+creative, **Matt Pendergraff** is one who has an eye for quality and precision; we asked him to cast that eye on HappyFox and share his experience with the product so far.

CHALLENGE

With no proper customer support solution in place, we were unable to track and manage the incoming web site support issues raised by our customers via phone calls and emails.

IMPLEMENTATION

We use HappyFox to manage customer support services; our customers send all their requests via email, to mail boxes that we've configured as categories. Once these emails come in as tickets, our support team can then communicate back and forth with the customer, within HappyFox itself.

"Using HappyFox, we can now support our 200+ sites with a staff of three! Enough said."

RESULTS & BENEFITS

Our clients tell us that they love the support system and that it not only streamlines the process, but makes us look more professional as well. All our support issues are now centralized and it's freed up our staff from phone calls. In fact, we now find that we can do the same work with a smaller team, all whilst delivering a better client experience. Support issues are much easier to keep track of now and we're able to communicate better with our clients.

WHY HAPPYFOX?

Extremely clean user interface

Easy learning curve for staff users

Quick to get acquainted with

Time to put in production is very short

OUR EXPERIENCE

Our Happyfox experience is Near perfect!

"The learning curve for our support team was as easy as it could have been."

happyfox