Case Study

Accelerate Education

Clarity and Convenience for Support Efficiency with Happy Fox

Industry - Education



accelerate education

happyfox

About Accelerate Education

A provider of different online courses, Accelerate Education aims to increase educational opportunities for students in grades K-12. In addition to curriculum support, it also offers hosting, instruction and training for schools.

Challenge

With a flurry of incoming support requests, keeping our support inbox organized turned out to be an arduous task. We needed a system that could help us resolve this and address requests in a more efficient manner.

Implementation

HappyFox converted all incoming emails to different mail boxes as tickets belonging to different categories. The ability to assign tickets to specific users automatically helped organize and monitor the entire support process. This also made it easier to keep a track of individual customer issues and the time it to took to resolve each one of them.

Results

Since implementing HappyFox Help Desk and Workflows, WebsterCSD has seen remarkable improvements in internal service operations

Our Experience

HappyFox has increased our efficiency as a team. The combination of user-friendliness and high customization which HappyFox provides has reaped us many benefits.

Why HappyFox?

- Highly customizable
- A user friendly tool
- Easy access to essential information

> **HappyFox added a level of clarity and convenience to an otherwise overwhelming support load.**
>
> **Joe Runciman**
> Online course developer