

# Integrated Services with the **BoldDesk® API**



## Body

Christian Farre and Aaron Timinski wanted to redefine meeting room management. When multiple parties look to book and use meeting rooms, some options become rather complicated and make meetings inefficient and clunky. So, Christian and Aaron decided to combine their efforts and build a meeting room as a service (MRaaS) software solution to resolve these issues. Enter [Spacera](#), a partner in making both on-site and remote meetings simpler with proactive management and plenty of integrations for meeting rooms around the globe.

## Challenges

In the meeting room management world, there are a lot of pieces to the puzzle. Rooms need to be prepared for use, video calls need to be set up, and booking requires a coordinated dance between the user and the management app. Because of the intricacies of such a process, there are often a lot of complications that come up. Perhaps an in-person meeting room has trouble with the AV technology, or an online portion of a hybrid meeting isn't functioning.

"We needed a ticketing platform for our internal tickets and also one that we could use to share with customers," Christian said. So, the two turned to an internet search for a solution.

## Solution

After doing trials with other vendors, Christian and Aaron settled on BoldDesk, since it had just the right price point with all the features they were looking for. As a tech-first



company, Spacera needed something with a robust API—one that didn't incur extra costs on top of the ticketing system's base price.

One of the things that Christian and Aaron were looking for in their search was a highly customizable solution. By integrating the BoldDesk API into their system, Spacera is able to quickly make remote corrections for its customers, minimizing downtime and keeping meetings on track. They're able to use the API to offer another service that most other MRaaS solutions don't: —proactive monitoring. Start-of-day checks run and provide detailed reports, creating tickets when issues are discovered.

## Results

Now that Spacera has integrated the BoldDesk API, its customers are able to submit tickets on the fly with quick turnaround times. "Through BoldDesk integration, a customer can report an issue within 15, 20 seconds," Aaron said. Such quick turnarounds mean meetings around the world run with fewer interruptions.

If you're looking for a customizable help desk ticketing system, check out [BoldDesk for startups](#). [Request a demo](#) or start a free 15-day trial today!

## Pull Quote:

"If you're looking to integrate your ticketing system deep within your organization, then BoldDesk is a great option. Other ticketing systems are very disconnected from the actual issue at hand." – Christian Farre, CTO and founder of Spacera

