

Teaching New Agents the Ropes with **BoldDesk®**



Body

Ruan Olivier is a general manager at [Marsroad](#), an IT services business located in Pretoria, South Africa. Marsroad offers IT consulting services to empower other businesses to take advantage of the ever-growing wealth of available technology. Ruan coaches his fellow agents to help clients with tech questions every day.

Challenges

Managing a long list of client issues can be quite the undertaking. Ruan and the Marsroad team wanted to be able to track customer queries and manage the IT solutions process in an organized platform rich with features.

“If a customer comes along and says, remember what that other agent did a long time ago, we wanted something where we can go to the customer’s name, have a look, and say, yes, this guy did this job; what did he do?” Ruan said.

Solution

The Marsroad team started using the baseline features of BoldDesk —workflow management, cross-functional access, ticket tracking, and canned responses.

“Canned responses give the junior technicians essentially a script to use,” Ruan added. “You’ve got this little form that you can use to respond to the customer.”

Ruan even uses canned responses to mentor new agents on how best to respond to customers in a way that makes the language plain and simple.



Results

Marsroad now wants to get the most out of the product that they already loved using. So, they're looking into implementing further features, like WhatsApp integration.

"The thing is, customers are contacting us on our personal cell phones, which is not an ideal situation," Ruan said. "So, we're looking to get the WhatsApp integration up and running."

By combining his technical knowledge and implementing new features in BoldDesk, Ruan can teach his junior technicians how to help more and more customers every day.

Pull Quote:

"I can't imagine doing what we'd do without BoldDesk." –Ruan Olivier, Marsroad

