

Husain Rapidly Solves Support Tickets On the Go Using **BoldDesk®**



Background

Founded in 2017, Reelo Technologies is an all-in-one customer relationship management (CRM) platform that helps retailers streamline workflows involving campaigns, loyalty programs, referral marketing, and more. In doing so, Reelo aims to make personalized customer engagement simple, accessible, and affordable for businesses of every size.

Challenges

When you start working at a CRM software company as a new customer service agent, you must be able to communicate clearly and quickly with product users. Unfortunately, many companies rely on manual systems and complicated helpdesk software, which makes it harder for new employees to adapt to ticket workflows and solve queries efficiently.

To streamline your onboarding process, you need an all-in-one helpdesk platform that enables on-the-go customer support, internal ticket tracking, and external application integrations. That's why Reelo adopted BoldDesk.

Solution

Client Support Specialist Husain Abbas started working at Reelo after it transitioned to BoldDesk. Therefore, he got to experience firsthand the benefits of onboarding while using the award-winning helpdesk platform. "The UI is so simple," he said. "Anyone who knows how to operate a computer, they can operate BoldDesk."

BoldDesk empowered Husain to get into a groove, providing support in a way that suited him



best. By downloading the BoldDesk application, he was able to take his work with him on the go, ensuring he doesn't miss any messages. "I'm not with my laptop all the time," Husain said. "I get a notification for every task, every reply that gets added on the ticket."

Husain also appreciated that he could leave private notes on tickets, facilitating internal ticket communication. "I don't have to give a reply to every chat. If I want to give the ticket to a different coworker, I [can] put a private note."

BoldDesk is what Husain calls his "go-to application." With its integrations, he doesn't need to leave the platform to handle work from other sources. As Husain explains, "I come into my workplace, I open BoldDesk and I have everything there. Every other software that the company is using is integrated with BoldDesk...I completely rely on BoldDesk."

Overall, BoldDesk proved to be a solution that works for Husain—one that his coworkers can also use in their own way. As summarized by Husain, "I think [BoldDesk] gives you freedom... There are so many options. Everyone can have their personalized experience with BoldDesk."

Conclusion

With BoldDesk, Husain's team can use a wide range of features to create a tailored dashboard, empowering them to function at an even higher level. They use BoldDesk in whatever way works best for them—on mobile or web, through internal notes or external communications—all customized to their needs as agents. To make your support options flexible for your agents, check out BoldDesk today.

Pull Quote:

"I cannot imagine myself working without BoldDesk. Whoever's idea it was [to use BoldDesk at Reelo], it was the best idea."

– Husain Abbas, Client Support Specialist, Reelo Technologies Pvt. Ltd.

