

BoldDesk® Helps Eurotel Keep the Hospitality Industry Running Smoothly



Body

Akis Moutselos is a technical Director director at Eurotel Hospitality AE, a software company that builds solutions for some of the biggest names in the hospitality industry.

Challenges

Hotels and resorts around the globe run Eurotel software, so customer support queries come in around the clock, often via email. While an email-centric support system may work for a small company or one with just a few customers, Akis knew that Eurotel could give its growing customer base superior support if it implemented a support system that could automatically turn emails into easily manageable support tickets.

Solution

After a quick internet search, he found just what he was looking for in BoldDesk. Not only does it automatically create support tickets when an email is received, but it also provides a mobile app—a critical component that would empower Eurotel support staff to stay on top of issues anytime, anywhere.

This combination of features made the decision easy for Akis, and the BoldDesk onboarding team helped him and his team complete the initial configuration quickly and easily.

Results

Since adopting BoldDesk, Eurotel's support capacity has significantly improved. Customer



support emails become tickets that are easy to respond to, instantly reassignable, and effortlessly trackable. Customer issues are never lost in the back-and-forth or left in limbo without a path forward.

Looking at the raw data, Eurotel was previously handling about 600 issues per week. Boosted by BoldDesk, that number has jumped to about 1,000 issues per week, a nearly 67% increase.

One feature of BoldDesk that has proven very helpful to Akis has been its built-in reporting features. He can monitor support traffic, customer satisfaction, ticket conversations, and more, all with minimal configuration and setup.

Backed by the powerful features and extensive flexibility of BoldDesk, Akis and Eurotel have elevated their customer support experience to new heights.

Pull Quote:

“BoldDesk is an excellent solution and very flexible.” - Akis Moutselos, Technical Director, Eurotel Hospitality AE

