

Invest in Your Business's Success with **BoldDesk®**



Introduction

KAMI Workforce is a cloud-based HR management startup that strives to help businesses lighten their administrative workload. From scheduling shifts to reporting workforce trends, KAMI Workforce has spent the last decade providing businesses with the tools they need to simplify their HR processes.

Challenges

Every business owner knows that great customer service leads to long-term success. As an early-stage company, KAMI Workforce wanted to invest in their longevity with a customer support tool, so they tried Freshdesk. However, as time passed and features went unused, they could no longer justify the service's price. According to Sabrina Cara Porter, the Senior Client Success Champion, "The cost was significant and since the features weren't being fully utilized, it wasn't a cost-effective option."

The company was at a loss. They could no longer afford to use Freshdesk, but the lack of customer support could lead to higher customer churn—which would put them in an even tighter financial spot. They needed a low-cost customer service tool with premium features, so they turned to BoldDesk.

Solution

Thanks to BoldDesk, KAMI Workforce's Customer Success team is thriving. They were particularly impressed by BoldDesk's email ticketing, live chat, and knowledge base features. "We like that we can create knowledge base articles with the help of AI," Sabrina said. "It's significantly improved our efficiency."



BoldDesk also offers free migration, which allows users to effortlessly switch over from any other help desk. For the customers that require additional assistance, they may reach out to our dedicated support team, which is always eager to help. According to Sabrina, “they provide timely responses and for more complicated concerns, they arrange a call to address and resolve the issue effectively.”

Pull Quote:

“It’s easy and efficient to use with great AI features!” - **Sabrina Cara Porter**

