Resolve Requests Faster With **BoldDesk**®

Introduction

Since 2011, the Indian Institute of Commerce (IIC) Lakshya, has helped over 100,000 students expand their professional skill set and thrive in the ever-evolving business landscape. IIC Lakshya has earned 300+ global and national rankings and has been accredited as an ACCA Platinum Approved Learning Partner, highlighting the school's commitment to delivering exceptional education.

Challenges and objectives

IIC Lakshya was using Zoho Desk to manage support requests. However, according to Abhirami Asokan, the IT Operations Team Lead at IIC Lakshya, "As our team and ticket volume grew, the old system struggled to handle the increased load and user management."

To make matters worse, the platform wasn't intuitive, which impacted the user experience. "Both agents and users faced difficulties navigating the interface and tracking responses," Abhirami said. It was time for IIC Lakshya to find a better solution. So, Abhirami began searching for a user-friendly, scalable alternative. That's when she found BoldDesk.

Solution

Now, IIC Lakshya uses BoldDesk to manage, track, and resolve both internal and external support tickets. "We are using BoldDesk as our internal ticketing and support management platform to handle and track all IT-related requests and issues raised by employees," Abhirami said. "It helps us centralize communication, assign tickets to respective team members, and monitor progress until resolution."

With BoldDesk's ticketing system, the team brought visibility to user requests, which significantly improved their turnaround time. "BoldDesk helped streamline our internal support process by centralizing all IT requests in one platform. This improved our ticket tracking, response time, and accountability within the team," Abhirami said. "Plus, the automated notifications and categorization have reduced missed and delayed updates, making our overall issue-resolution process more efficient and transparent."

When asked what features she found to be the most helpful, Abhirami responded with the following: "The most important BoldDesk features for us are ticket automation, categorization, and assignment workflows. The internal notes, SLA tracking, and analytics dashboard also help in improving communication, monitoring performance, and ensuring timely resolution of tickets."

To top it all off, the team's transition to BoldDesk was seamless. "The BoldDesk support team has been very helpful. They assisted us with the initial setup, workflow customization, and automation rules," Abhirami said. "They also provided quick resolutions for technical queries and guided us through integrating BoldDesk with our existing tools, ensuring a smooth onboarding process."

Impact

Thanks to BoldDesk, Abhirami's team solves and closes user requests faster than ever before. "Since implementing BoldDesk, our average ticket resolution time has improved by approximately 35%, reducing from around 24 hours to 15 hours," Abhirami said. "The team's weekly ticket closure rate has increased from 60 to nearly 90 tickets per week, mainly due to better automation, prioritization, and visibility through the dashboard."

Pull Quote

"I would definitely recommend BoldDesk. It's a user-friendly and efficient ticketing system that helps streamline customer support and internal issue tracking. The automation features,

organized dashboard, and quick support make it an excellent choice for teams looking to improve response time and overall productivity."

- **Abhirami Asokan**, IT Operations Team Lead at IIC Lakshya