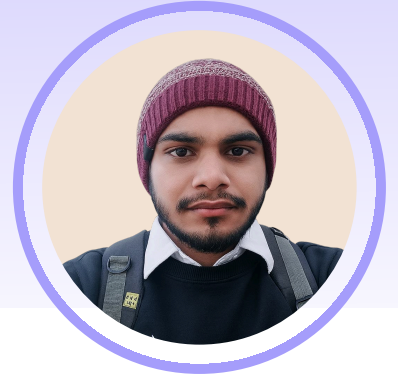


Automation The Easy Way With **BoldDesk®**



Introduction

Nirbhay Kumar is a full-stack developer working for Persistent Systems, a software consulting firm.

Challenges and objectives

The daily drudgery of manually reaching into a crowded inbox to read, review, and sort each support-related email was too much for Nirbhay's team. It was a time-waster, requiring them to manually determine the nature of each query and route it to the correct person.

Solution

If only Nirbhay could sweep this arduous work from his team's load, he'd be free to concentrate on their essential purpose: delivering world-class support. Automation was the answer—and he found that answer in BoldDesk®.

Results

Thanks to email-to-ticket conversion in BoldDesk, Nirbhay can now receive all incoming emails in one channel, convert them to support tickets, and automatically direct them to the appropriate support team members.

He's so pleased with what BoldDesk has done for his team's efficiency: —increasing speed and focus. He anticipates that by taking advantage of many of its other features, the best improvements are yet to come.



Conclusion

“It’s a genuine product that people are liking and loving.” - **Nirbhay Kumar, Developer, Persistent Systems.**

