

What is Zendesk tune-up?

Zendesk **tune-up** will ensure that your Zendesk implementation is optimised for best operational performance in the face of your highly dynamic and ever changing business scenario.

Our highly experienced advisors will carry out a focused workshop as well as an in-depth analysis of how you are using Zendesk today. Our trained team will:

- Explain new product features and process improvements that can be achieved
- Assess how your staff operate today and identify where training and coaching can help improve their job
- Analyse resolution time metrics against service level agreements (SLAs) and suggest improvements
- Ensure you are using the right industry-accepted Key Performance Indicators (KPIs)
- Identify process improvements through line-of-business integrations
- Analyse current Customer Journey Mapping to identify key interactions and potential issues

Zendesk tune-up is typically a five-day engagement delivered within a two-week period and should ideally be carried out at least a few months or more after the initial Zendesk implementation. Our team will then prepare a report with the proposed recommendations, including a detailed action plan.

The top 10 benefits of Zendesk tune-up

How would Zendesk **tune-up** improve your customer service operations?

01. Map out and enhance the typical customer journey by identifying frustrations which they may experience when attempting to get in touch with your customer support team
02. Detect and solve procedural bottlenecks across the Customer Experience Journey
03. Eliminate the duplication of effort across processes & teams
04. Improve customer service agent efficiency to allow them to tackle a higher number of support requests
05. Improve customer satisfaction levels
06. Reduce customer churn
07. Reduce internal agent turnover
08. Minimise the number of customer-abandoned calls
09. Automate aspects of your support process in order to avoid an overwhelming workload on customer service agents
10. Implement and leverage new functionality within Zendesk.

Why iMovo?

iMovo is a leading organisation with respect to Customer Experience Management (CEM). The company has strong experience in implementing Zendesk in a variety of business sectors across the world. It has also implemented Zendesk with major blue chip and listed companies and enjoys a strong direct working relationship with Zendesk itself which allows it to have deep insight into new developments at an early stage.

No matter how extensively and to what degree you use Zendesk, we can help you unlock more potential from your implementation. iMovo will enable you to better manage multiple customer communication channels in order to engage, acquire and retain customers.



Level 2 Entrance C, Capital Business Centre
Triq taz-Zwejt, San Gwann SGN 3000, Malta, Europe

info@imovo.com.mt

www.imovo.com.mt

+356 2248 8300

