Device Support Ticket Case Study

Analysis of support tickets for a Service Provider.

ℹ About Phonism

Phonism is the world's leading automation platform to deploy, manage, secure, and migrate devices at scale. With a focus on centralizing and simplifying, Phonism enables businesses to expand their device support while automating and securing devices at scale.

Typically, resolving a support ticket can take anywhere from

24-72 hrs*

Agents managed...

20-30* cases daily

🔍 From a glance

Phonism embarked on an in-depth analysis of device support tickets for a large Service Provider. Over a six-month period, we meticulously recorded and analyzed approximately 200k tickets, uncovering significant results.

3 main categories dominated the tickets:

60k Call Forwarding and Advanced Call Handling

39k Phone Registration Issues

14k Move-Add-Change-Delete Requests

These categories represent the bulk of the tickets, indicating specific areas where self-service can have a transformative effect.

📊 The Results

Through our analysis, we discovered that

95%* ...of these device tickets could be **eliminated via self-service** when utilizing Phonism's platform.

This revelation highlights the substantial impact of incorporating self-service options on reducing support tickets and improving operational efficiency.

✔ Conclusion

This case study demonstrates the potential of Phonism's self-service capabilities to dramatically reduce support tickets, streamline operations, and enhance customer satisfaction. By empowering users with self-service options, service providers can significantly decrease resolution times and free up valuable resources.

phonism

For a detailed analysis and to explore how Phonism can transform your device support strategy, visit our website or contact our sales team.

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🌐 www.phonism.com

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