



Graduate from Email Support

Still using email for support? Things going slow? We can help. Chances are, your team is wasting valuable time. It happens.

Check out this chart on how to slay the queue and get more done.

The Problem

The Solution

70% suffer from the Ping-Pong effect

Of those using email support, 70% say it's a "constant problem" going back and forth with employees to get the right information.



Gather the right info—right off the bat

With a service tool, you'll have customized fields for each request, everything the first time around, plus you'll knock out those SLAs.

Save that valuable time for something better: a *real* game of Ping-Pong.

65% can't report on team performance

You can't improve it if you can't measure it. Want a dashboard showing everything going on? Good luck getting that with email.



Measure progress and report on trends

Want to show the value of IT to the boss? Investing in a service tool means you can track improvement and progress.

Congrats, smarty pants.

65% have agents collide in one inbox

As requests stream into one inbox, agents scramble to reply without knowing who else is working on what, when.



Assign work more efficiently

Agent collision is so 1999. 2015, it's all about that routing. Route tickets to the next available agent and you're on to the next one. #ITballer



Investing in a service tool can help

"Having an integrated solution along with email guidelines and trained support analysts are crucial to manage email support. The best support centers train support analysts on how to manage email with their tools as well as when to escalate and contact the customer directly."

John Custy, Managing Consultant of JPC Group



18% ▲

Increased customer satisfaction



36% ▲

Increased productivity



23% ▲

Meeting service level agreements



Alex Stillings Twitter

"At Twitter, we realized that email support really wasn't scaling for us. After implementing JIRA Service Desk, we went from 95% email support to only 15% email support. This really helps us to be efficient and effective as a team."



Rick Wacey Spotify

"Even in a large corporation, IT can provide a personal level of service to each and every employee. Investing in JIRA Service Desk on top of email support can achieve this vision."