



**Company:** Fetch Rewards  
**Name:** Tyler Kennedy  
**Position:** Vice President of Operations

### **About Fetch Rewards:**

Fetch Rewards makes grocery shopping cheaper, easier, and way more fun. It's easy to get started - Connect to your store's free Wi-Fi, download the app and create an account. Then use your phone's camera to scan all your items as you shop, and let the savings and fun begin!

### **The problem:**

We do not have feature specialists on our team, so every agent works on every issue. We needed a way to promptly and evenly distribute tickets.

### **The solution:**

Just use Round Robin.

### **The benefits:**

Round robin allows us to promptly assign tickets to agents automatically so that they do not sit in an "unassigned" backlog of tickets. Timeliness is very important to our customers, so this feature helps us shave off minutes of idle time on each ticket. Round Robin also allows agents to enable/disable themselves from auto-assignment which helps ensure that they don't receive tickets during lunch breaks or other events.