Company: Rise Services Inc
Name: Ryan Arnold
Position: IT Manager Rise OMG

About Rise Services Inc:

Rise Services Inc – Non-Profit Health Services company that helps people with disabilities. Operate in Arizona, Utah and Oregon and have over 100 remote locations.

The problem:

Before Round Robin, we had an agent manually assigning tickets, which was a time consuming process and prone to error. Our agents frequently have to travel to local sites and would be assigned tickets that they would not be able to look at until they were back in the office. This not only affected our SLA, but customer satisfaction as well.

The solution:

Round Robin allows us to automatically assign tickets without manual intervention. The Agent Availability feature is outstanding and lets our agents clock in/out of the ticket queue and prevents tickets from being assigned to agents who are out of the office.

The benefits:

Using the Round Robin App, we save time and user error by automated ticket assignment to only available agents. My team loves the ease of use this program brings to our ticketing system.