



Managing High Volume Email Support for Multiple Brands and Products

Rapidly evolving business required personalized solution

Hot Topic Media is a rapidly expanding publisher and content marketer in the personal-growth industry. The company engages their customers in one-to-one interactions, and was looking for a tool to control and leverage these interactions into product sales. Across multiple business units, a geographically diverse customer support team needed the ability to route, track, and archive all customer interactions in order to personalize the communication while delivering a consistent customer experience.

Support Challenges

Hot Topic Media is experiencing high-growth, operates in a rapidly changing environment, and requires the flexibility to change direction quickly, while maintaining the ability to scale.

The company needed a tool that could:

- Optimize the customer support workflows, improve their ability to engage the customer, and convert these customer interactions into sales.
- Organize timely and accurate customer feedback and then streamline the flow of this feedback to the marketing and content-development teams.
- Administer and track staff productivity, monitor levels of customer engagement, and establish new customer support capabilities without incurring the expense of hiring additional personnel.
- Quickly and easily change customer messaging.
- Sift through, filter, and separate the spam emails from the valid incoming customer email interactions.

“After a failed Microsoft CRM deployment we wanted a more ‘personal’ relationship with our provider/partner...a partner who was as committed to the success of the project as we are. We turned to Agiloft.”

– David Hlavac
Director of Operations



Industry

- Consumer Personal Growth Advice

Challenges

- Multiple branded business units with distinct clientele and requirements
- Need for effective and consistent communication
- The need to identify, filter, and route a huge quantity of inbound spam
- Customer interaction visibility
- Desire to reduce response time to a high volume of incoming customer emails and phone calls, while increasing customer satisfaction

Agiloft Solution

- Java™ Platform, Enterprise Edition
- Hosted SaaS knowledgebase on a dedicated server
- Integrated spam classification, dynamic reclassification and filtering
- Integrated productivity tools, business automation and reporting

Benefits

- Extensive and easy-to-create reports measure data metrics
- Changes to business model and new business units are deployed quickly
- Increased employee productivity
- Full audit trail of all changes and communications for later analysis

Hot Topic Case Study

The Failure of Microsoft CRM

Hot Topic Media first implemented Microsoft CRM, but soon realized that its rapidly changing business model, communication with customers, and automation requirements were not a good fit for the Microsoft product.

The Agiloft Solution

After this experience, the company made a careful evaluation of several products, looking for the right mix of flexibility, ease of use, and scalability. They finally settled on Agiloft. The decision in favor of Agiloft came from the vendor's willingness to understand the company's business model, demonstrate how their system could handle the various business processes, and commit themselves to the success of the project.

Agiloft had the features needed to meet all of Hot Topic Media's challenges and to enable support for multiple businesses to be run effectively from within the same system. For instance, the end user interface permits multiple branding for different sets of customers, letting each customer see a different logo, color scheme, and content. It filters FAQs by business unit and allows users to submit support tickets directly into the system by clicking a hyperlink from the different support websites.

Agiloft can handle inbound email sent to multiple accounts differently based on the account. It automatically routes emails with different support addresses to the right support teams and ensures that tickets have appropriate field values that reflect not just the business unit, but also the type of issue.

Agiloft added a custom table of solutions that held a pre-existing body of hundreds of outbound email response templates. Technicians can easily import these solutions into new support tickets using a full text search lookup from within the ticket. The system then inserts the solution into a customized email template that also automatically adds the business unit's latest tag line, promotional URL, and catalogue

URL, and the email is automatically sent to the customer. Rule automation ensures that outbound emails contain the appropriate "from" address based on the business unit under which the ticket was submitted.

"Yesterday our CEO suddenly decided to pull the trigger on a new business unit and announce support for it at a conference, and within minutes of our request, our Agiloft service rep added the new logic to the system and it was ready to go. The turnaround time on changes is really amazing."

- David Hlavec

Data Mining productivity and opportunities

Daily and weekly reports show the number of tickets closed by each support rep and for each business unit. New reports can be created easily to provide statistics and trend graphs showing which types of issue users are submitting most often. There are even reports on how many times each solution has been used in a given time period to evaluate the best solutions and assist in designing additional ones. Reports provide insight to the marketing team that helps direct their marketing campaigns, driving increased sales.

About Agiloft, Inc.

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for Contract Management, Service Desk, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.

