TeamSupport

5 Support Software Tools To Boost Customer Service Efficiency

Part 2 of *The State Of Support: Efficiency Series*

With rising customer support demand, businesses are looking for ways to ensure efficiency without increasing headcount. Thankfully, with the proper customer support software, teams can improve their efficiency without acquiring more resources.

Here are some key ways to make your support software do more, with less:

1. Use Automatic Routing

Ensure your tickets are instantly sent to the correct team or agent by routing rules and workflows. This not only prevents agents from becoming overworked, but also increases the likelihood of a positive customer experience and shortens resolution times.
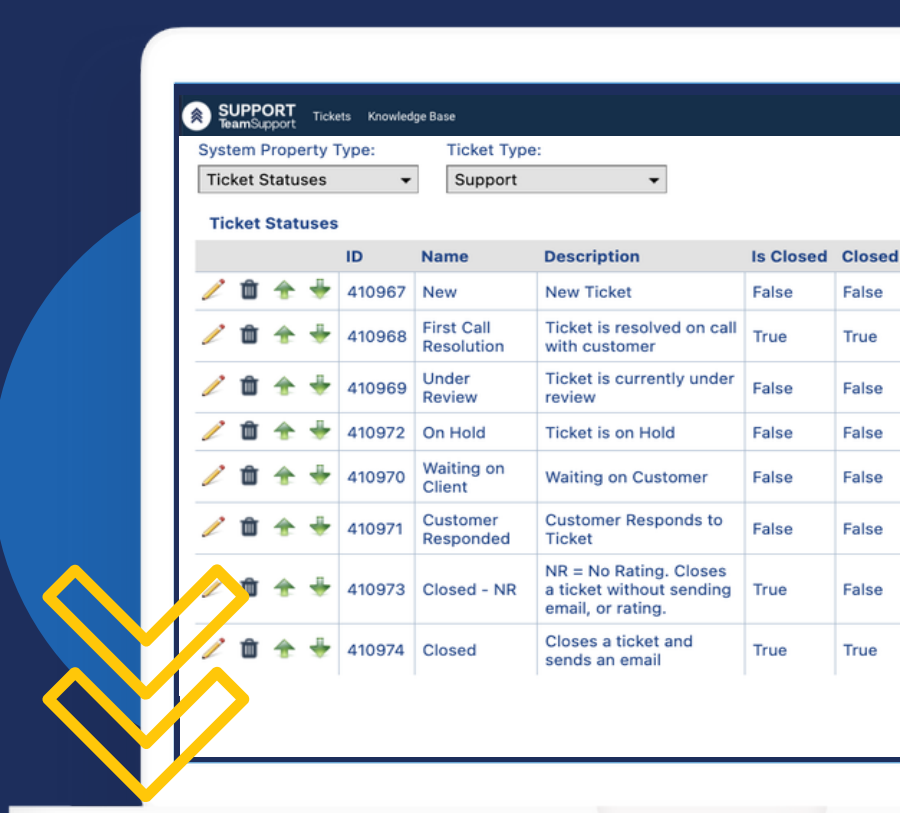
2. Implement Ticket Deflection

To reduce agent involvement in simple and common inquiries, send certain tickets to a knowledge base so customers can resolve the issue on their own. Deflecting these tickets reduces an agents' workload so they can focus on and prioritize more complex matters.
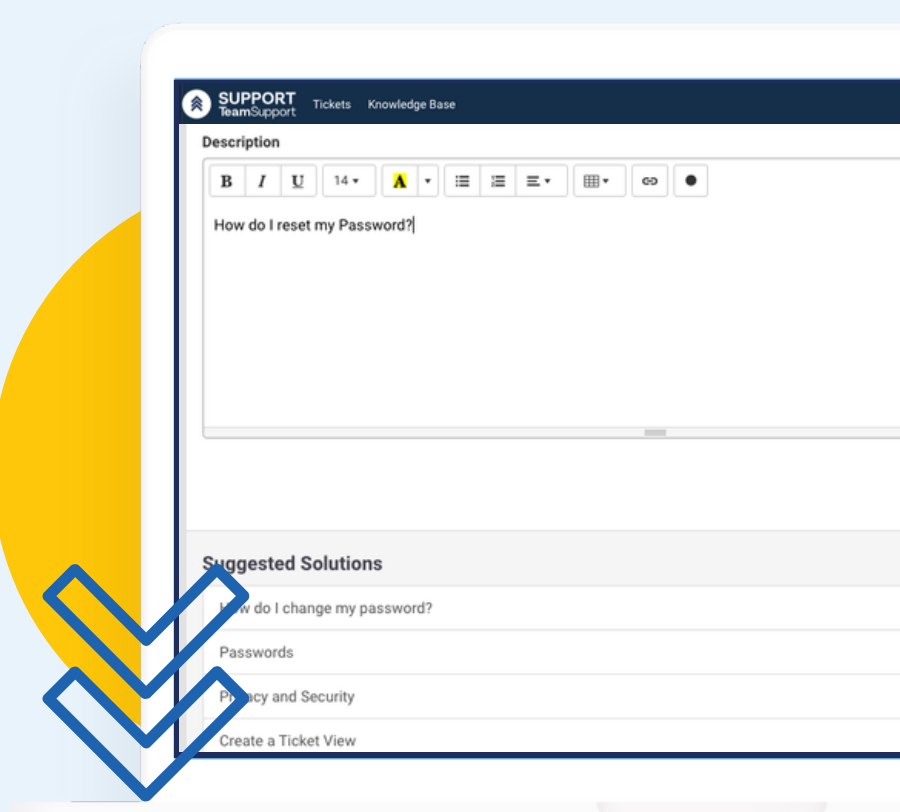
3. Guarantee SLAs Are Met

If you enforce service level agreements (SLAs), you can configure settings in your support software to meet these promises. Assign triggers, custom ticket properties, and routing rules so that agents know when deadlines are approaching, service needs are met, and customers stay happy.
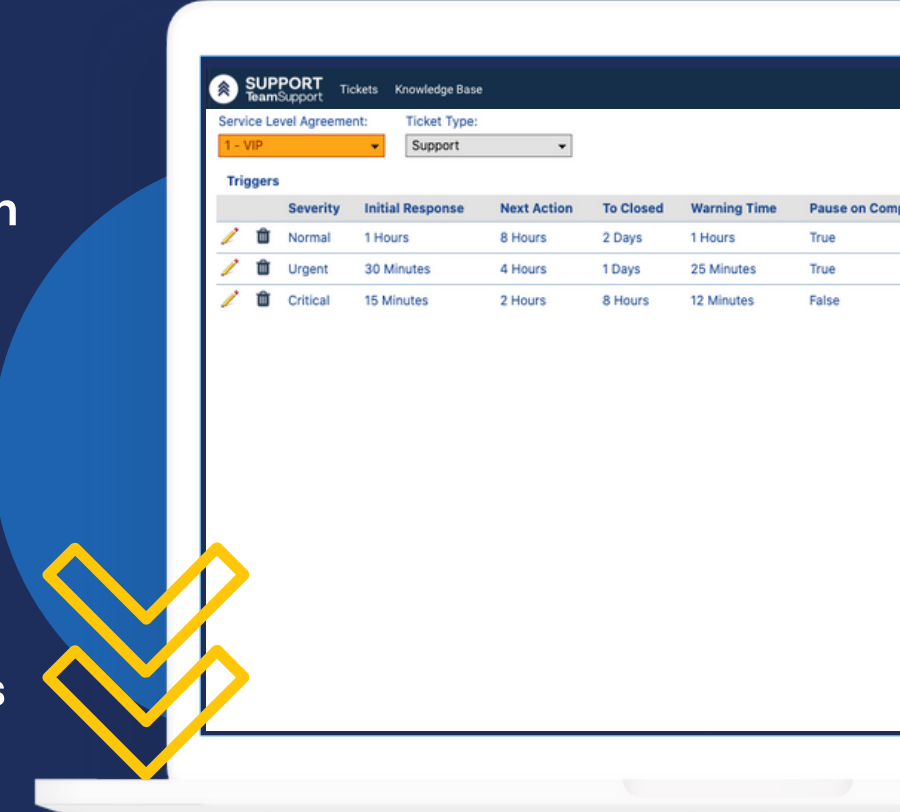
4. Foster Collaboration

Use internal chats, multi-agent ticketing, and/or forums to allow agents to provide faster service. By making communication between different departments simple, agents are able to get the information they need quickly and reduce time to resolve.
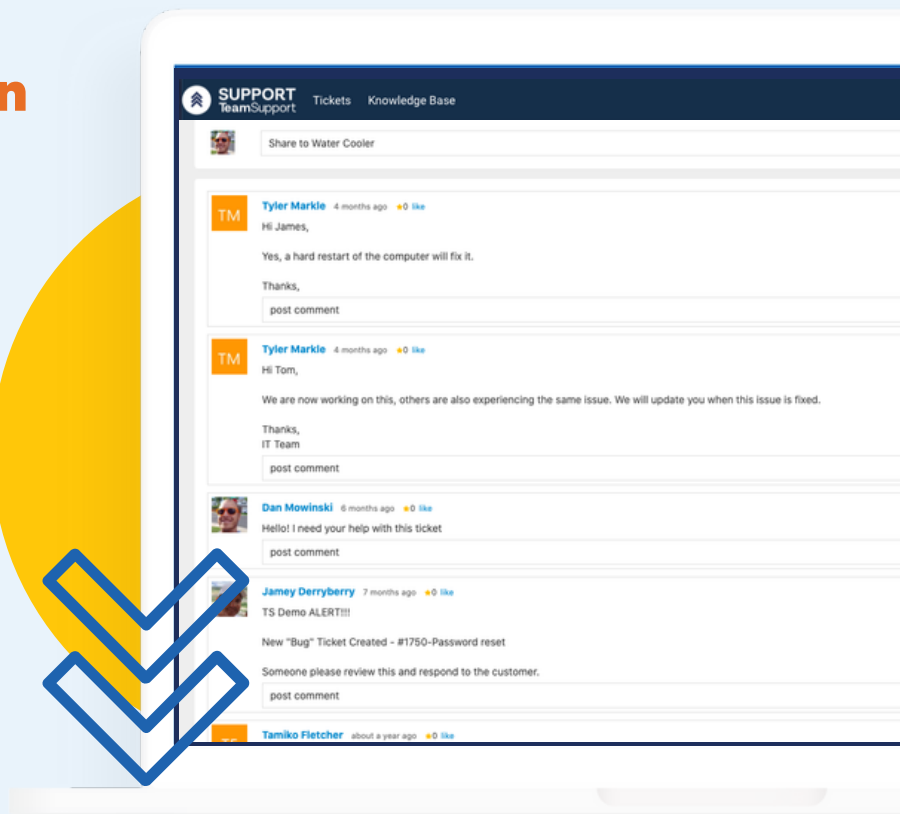
5. Empower Self-Service

Reduce agent involvement in simple tasks by allowing customers to find resolutions on their own. Be sure to offer a knowledge base, community forum, or automatic chat sequence that has the answers they need.
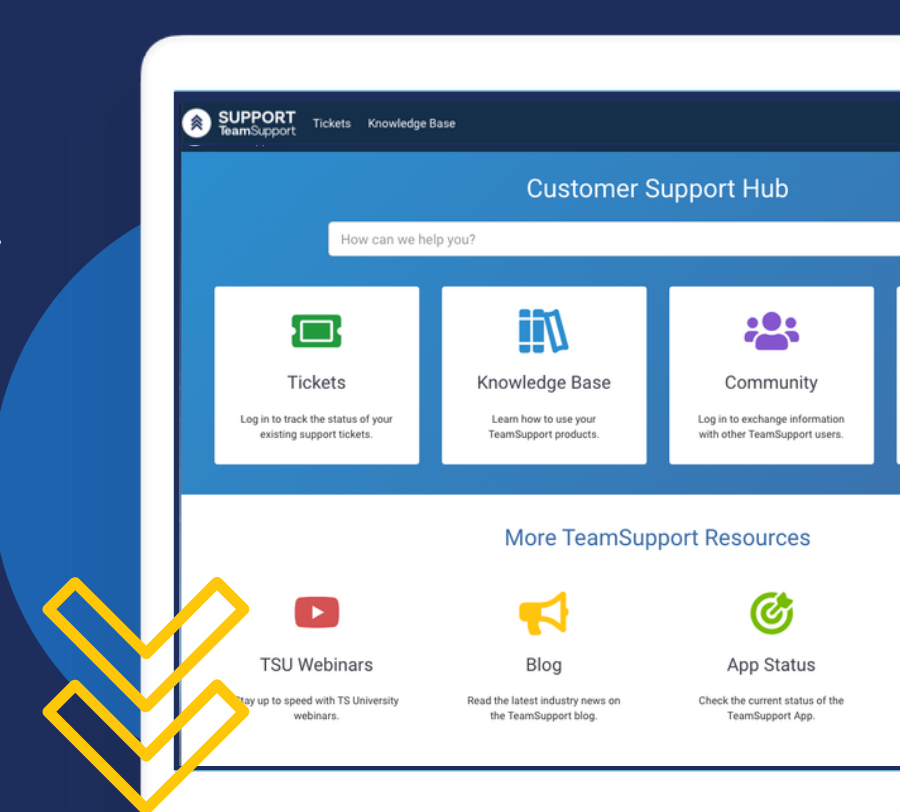
To learn more about customer service trends and solutions for increasing efficiency, download our *2023 State of Support: Efficiency* report now!

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