

## CUSTOMER SUCCESS STORY



### Jackrabbit Technologies

#### Delivering Customer Support That Is a Class Above

## JACKRABBIT TECHNOLOGIES HELPS YOUTH ACTIVITY CENTERS KEEP KIDS ACTIVE WITH TEAMSUPPORT.

Jackrabbit Technologies has been the leader in providing online class management software for business sectors in the children's activity center industry since 2004. Owners of more than 6,000 gymnastics and cheer gyms, dance studios, swim, music, and martial arts schools, and childcare centers trust Jackrabbit to help their operations run smoothly and efficiently, improve and expand their student base and revenues, and take complete control of their businesses.

Operating in all 50 states and 28 countries, Jackrabbit Technologies is the industry's most responsive, reliable, and robust class management software for youth activity schools and childcare businesses—proven by the many awards and recognitions the company has received.

Priding itself in providing the best customer support in the industry, Jackrabbit Technologies promises initial response to a ticket within one hour. The company also promotes very strong core values and wanted a solution provider that had similar values.

### THE BUSINESS CHALLENGE

Jackrabbit has a 100% remote workforce located across several states and Canada. Ticket management through e-mail posed several challenges, including the lack of visibility into the ticket history from one agent or one shift to another.

When Client Services Director Jorine Jones, started investigating customer support software solution providers, TeamSupport was the only system that offered the ability to include images and video. This proved to be a game-changer for streamlining communications between agents and between agents and customers.

With no inbound phone support, the TeamSupport chat feature would enable clients to communicate with support in real time. (Now, chat tickets comprise the majority of Jackrabbit's tickets.)

Looking forward, Jackrabbit Technologies is developing a support program for the childcare market that is different than the solution offered to youth activity schools. The company needed a solution that would be customizable and scalable as it continues to grow its client base and new product offerings.



*Being able to include images and video to our tickets was imperative to our solution and in communicating with our customers. Without it we would not have transitioned to a ticketing system at all.*

## IT'S ALL ABOUT THE RESULTS

Since implementing TeamSupport, Jackrabbit Technologies is experiencing full visibility from any support agent into the customer and contact history of tickets, streamlined communications between agents and customers, and more efficient and transparent support team management.



## SOLUTION-DRIVEN IMPACT

**Inline images and video** help explain issues.

Full visibility supports **100% virtual staff**.

**Insights** reveal trends + more equitable work allocation.

**Opportunities** for product improvement are uncovered.

Chat feature enables **real time communications**.

## WORDS OF ADVICE FROM JACKRABBIT TECHNOLOGIES

“Fully understand the customization capabilities and the flexibility in integrations from the solution providers you are considering. Approach the implementation of your new solution as an improvement and remain flexible. Adopt a solution that will allow for that.

“Consider assigning project leads with both technical acumen **and** vision. You will have to modify workflows to fit the solution and customize the solution to fit your workflows. Approach the project from both ways.

“Look at the solution provider’s size; you want them to be able to relate to you and your business. And talk to their customers.

“Test solutions as if you are the customer; for example, e-mail-to-ticket communications, pop-ups, visibility into status of ticket, and how the chat feature works.”

### AWARD-WINNING SOLUTION

