Modernizing SaaS Customer Operations at XLDent and MacPractice

How powerful tools like AI and integrated live chat transformed support

When XLDent and MacPractice were acquired by Valsoft, their legacy homegrown ticketing systems just couldn't keep up with new support demands. The decision to implement TeamSupport's integrated ticketing and chat solutions transformed their support operations, making them faster, smarter, and more customer-focused.

Centralized Ticketing and Chat

All customer interactions—whether by phone, email, chat, or portal—now flow into one unified space, streamlining communication and boosting team collaboration.

Analytics and Reporting

Real-time support analytics empower support leaders to make data-driven decisions, spot issues early, and optimize workflows.

AI-Powered Efficiency

TeamSupport's AI-driven ticket summarization slashes administrative tasks, giving agents more time to engage with customers.

Results

Faster Resolutions
Integrated ticketing and chat eliminates redundant tasks, accelerating resolution times and freeing up team capacity.

Better Customer Experience
Customers enjoy a unified communication hub as well as faster, more informed responses.

Data-Driven Decisions
Analytics shed light on trends and pain points, enabling proactive problem solving and strategic course corrections.

"TeamSupport has made it easy for me to manage support at multiple companies. If you're on the fence about TeamSupport, take the leap. It's going to make your life a lot easier."

—Kevin Kuhns, Senior Director of Support & IT

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Ready to take a holistic approach to supporting your customers?
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