



SEATTLE

## Case Study

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**ACCELERATE EDUCATION**

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**E - LEARNING**

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**USING HAPPYFOX  
SINCE NOVEMBER 2011**

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A provider of different online courses, Accelerate Education aims to increase educational opportunities for students in grades K-12. In addition to curriculum support, it also offers hosting, instruction and training for schools.

**Joe Runciman**, online course developer at Accelerate Education tells us why good customer support is an important part of his business and how the transition to HappyFox has made a difference.

## CHALLENGE

With a flurry of incoming support requests, keeping our support inbox organized turned out to be an arduous task. We needed a system that could help us resolve this and address requests in a more efficient manner.

## IMPLEMENTATION

HappyFox converted all incoming emails to different mail boxes as tickets belonging to different categories. The ability to assign tickets to specific users automatically helped organize and monitor the entire support process. This also made it easier to keep a track of individual customer issues and the time it took to resolve each one of them.

**“HappyFox added a level of clarity and convenience to an otherwise overwhelming support load.”**

## RESULTS & BENEFITS

Employees have spent lesser time responding to customer requests thereby increasing the overall efficiency of the support team. Our customers are happy with the improved turn around times and the increase in customer satisfaction rate is a reflection of this.

## WHY HAPPYFOX?

Highly customizable

A user friendly tool

Made gathering required information a lot more easier

## OUR EXPERIENCE

HappyFox has increased our efficiency as a team. The combination of user-friendliness and high customization which HappyFox provides has reaped us many benefits.

**“Assigning tickets to the appropriate users and departments helped funnel an otherwise unwieldy ticket pile.”**



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