

Turn Your Support Helpdesk Into a Scalable Engine

A practical, hands-on engagement that transforms bloated, siloed ticketing systems and messy workflows into a streamlined, automated support engine — in four focused weeks.

95%

Peak CSAT achieved

90%+

SLA compliance

<2 hrs

First reply time

99%

First-contact resolution

Representative results from prior in-house CX leadership roles. Figures rounded; company details redacted.

HOW THE SUPPORT SPRINT WORKS

WEEK 1

The Diagnostic Audit

Comprehensive mapping of current support channels, macro/micro workflows, routing rules, and tech stack utilization (Zendesk, HelpDesk, Gorgias, etc.).

1

WEEK 2

The Architecture Blueprint

A custom-designed target state blueprint detailing optimized macros, triggers, taxonomy, SLA rules, and app integrations to remove friction.

2

WEEK 3

The Build & Configuration

Hands-on implementation of the new architecture, building out the workflows, automation rules, and self-service deflection paths.

3

WEEK 4

Team Enablement & Hand-off

Documentation, team training sessions, and a final optimization roadmap so internal staff can run it seamlessly.

4

Ready to unblock your support team?

Book a diagnostic audit and get a clear, actionable plan for your first 90 days.

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Book Your Sprint Audit