



AARIALIFE HELPS **CLOUD NXT** STREAMLINE TICKET MANAGEMENT PROCESS WITH **ZOHO DESK**.

CUSTOMER AT A GLANCE

CloudNXT, a comprehensive IT and digital service provider, was looking for an application to manage their ticketing process. After researching various options in the market, they chose Zoho Desk as their ticketing solution and partnered with Aarialife, a Zoho implementation partner, to implement the solution.

RESULT

By partnering with Aarialife and implementing Zoho Desk, CloudNXT could overcome their ticket management challenges and provide efficient and timely services to their customers. The customized solution implemented by Aarialife helped CloudNXT streamline their processes and improve their overall customer satisfaction.

WHY AARIALIFE?

CloudNXT chose Aarialife as their Zoho partner for their expertise in implementing Zoho Desk and their proven track record of successful implementations for multiple customers. Aarialife's approach to understanding CloudNXT's business requirements and customizing the solution to their needs also played a significant role in their selection process.

BUSINESS CHALLENGES

CloudNXT faced multiple challenges in their ticket management process, including managing different tickets from various sources, assigning tickets based on the company, updating customer information, and capturing Site 24*7 tickets, email, and portal tickets in a single place. They needed a robust ticketing system that could expand and accommodate all departments, seamlessly integrate with Site 24*7, and simplify the creation of complex workflows.

SOLUTIONS

Aarialife implemented Zoho Desk to help CloudNXT organize their ticketing processes. With Zoho Desk, CloudNXT could manage all their tickets from different sources, including email, social media, and customer portals, on a single platform. Aarialife customized Zoho Desk to integrate seamlessly with Site 24*7, allowing CloudNXT to capture Site 24*7 tickets and respond to them promptly. Aarialife also simplified the creation of complex workflows, making it easier for CloudNXT to assign tickets based on company and update customer information.

BENEFITS

With the implementation of Zoho Desk, CloudNXT could streamline their ticket management process and provide timely responses to their customers. Zoho Desk's single platform for managing tickets from different sources and its seamless integration with Site 24*7 helped CloudNXT save time and improve customer satisfaction. The simplified creation of complex workflows also helped CloudNXT assign tickets based on the company and update customer information quickly.