



ECOMMERCE

How an eco-friendly lawn care subscription product keeps customers *happy*

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Company details:

Industry:

Ecommerce

Location:

United States

Company size:

20-50

Year founded:

2019

Mission:

Make lawn maintenance easy, sustainable and eco-friendly for all.

The challenge

Peak season ticket management

Every company has its busy times, and peak season was no exception for this ecommerce company. Customer care lines and tickets were clogging up because of it, causing their staff tremendous difficulty in managing bulk tickets for new orders, especially during the months of February through May.

Current personnel were not sufficient anymore. They needed to hire more people, but they didn't have the resources.

The solution

Hire a dedicated, qualified support team

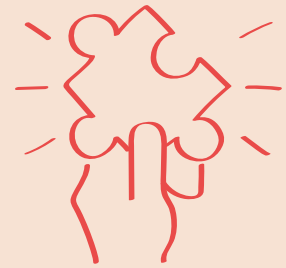
With SupportNinja's support, qualified and well-suited agents were identified and hired. Today, SupportNinja agents are able to map customer lawns, calculate the amount of product needed to maintain their lawn and seamlessly place an order on their behalf.

Additionally, a seasonal ramp was established to handle the massive number of tickets during their peak season. With a ticket management team that can help them scale during high seasons, they are now able to manage and respond to their clients promptly and effectively.

The result

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Volume organization and
process improvement



Ticket handling



All incoming tickets are being handled in an efficient manner.

Agents available



Adequate amount of agents are now available to handle the workload.

Response time



Average time to respond dropped by **40%** even with a **77%** ticket volume increase



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