



Making Customer Support Available Using Zoho Desk & WooCommerce

Case Study





Company Overview

Client has an online store to sell digital goods.

Challenges and Objectives

Challenges

- Assign tickets to representatives available in shifts.
- Connect **Zoho Desk** and **Woo-Commerce**
- Create SSO for users to manage multiple sign in of customers.
- Agent Performance Reports

Objectives

- Setup Zoho Desk and on board users.
- Manage Ticket Assignment Rules
- Integrate **Desk** & **Woo-Commerce**
- Create Customer Singel Sign On (SSO)
- Manage Agent's Feedback Ratings

Solution Design

We Delivered the solution using following Steps.

Requirement Analysis & Zoho Desk Setup

After understanding the complete support process of customer, we identified that Zoho Desk can complete the requirement, and decided to use this as our solution.

We did the following settings in Desk

- Organization Setup
- Agents Onboarding
- Business hours setup
- Roles and Permission for Agents

Ticket Creation and Woo-Commerce Integration

We setup email channel, so that if anyone mails for support an automated ticket will be created in zoho desk.

Then we integrated Desk with Woo-commerce to fetch the order details to ticket directly from wordpress.

Ticket Assignment

One of the requirement was to assign tickets to available users only as support agents had different shift timings.

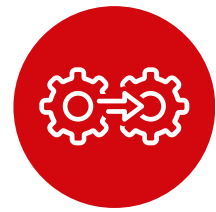
We created a round robin assignment rule that assigns tickets to available agents during the shifts and notify them

Creating Single Sign to access both website and support portal

We decided to use zoho desk help center for customer dashboard.

We integrated SSO between wordpress and Zoho using SAML/IDP, so that customer can directly login to desk without creating multiple signings.

Achievements



Seamless Integration



Better Customer Experience



Faster ticket Response



Agent Performance Tracking



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