

Case Study

Title:

Customized Ticket Assignment
Rule in Zoho Desk

Company:

Zolute Technology and Consulting
Pvt Ltd

Date:

Feb 17, 2024



Introduction & Problem Statement

Zoho Desk is a leading customer service platform that enables businesses to deliver superior support to their customers. Despite its comprehensive feature set, a specific limitation was identified in its ticket assignment functionality. This case study explores the challenge faced, the custom solution implemented, and the benefits derived from this approach.

The primary issue was Zoho Desk's inability to assign tickets in a round-robin format among online agents. This limitation led to uneven distribution of workloads, with some agents being overloaded with tickets while others had idle time. The need was for a more efficient system that could ensure a fair distribution of tickets, thereby enhancing the overall efficiency of the customer service team.



Solution Implementation

To address this challenge, a custom script was developed. The core functionality of this script was to fetch the list of online agents at any given time and then assign incoming tickets to these agents in a round-robin format. This approach ensured that each online agent received an equal number of tickets, thereby optimizing workload distribution.

The custom script was developed using Zoho Desk's API, which provided the necessary endpoints to fetch online agents and update ticket assignments. The script operated in real-time, constantly monitoring the online status of agents and the incoming ticket queue. Upon the arrival of a new ticket, the script calculated the next agent in the round-robin sequence and automatically assigned the ticket to that agent.



Benefits



The implementation of the custom ticket assignment rule brought about several significant benefits.

Equal Workload Distribution

Faster Issue Resolution

Increased Efficiency

Scalability

Contact Us

 CONNECT@ZOLUTE.CONSULTING

 +971 54 4961 587

 WWW.ZOLUTE.CONSULTING | .AE

Thank you!

We Look Forward to design more solutions
for you.


ZOLUTE®
=TECHNOLOGY & CONSULTING=

 | **Authorized**
Partner