Scenario
ABC Suites (Pty) Ltd

Support requests buried in inboxes, and no idea how support was performing.

ABC Suites (Pty) Ltd · Jean Poole, HR & Facilities Manager

The Challenge

At ABC Suites, support requests came in through emails, phone calls and informal messages.

Jean Poole's inbox mixed broken door locks with routine benefits queries, with no record of what had been promised to whom.

Requests were overlooked or left for days, and leadership had no data on support performance – only Jean's sense that things were generally getting done.

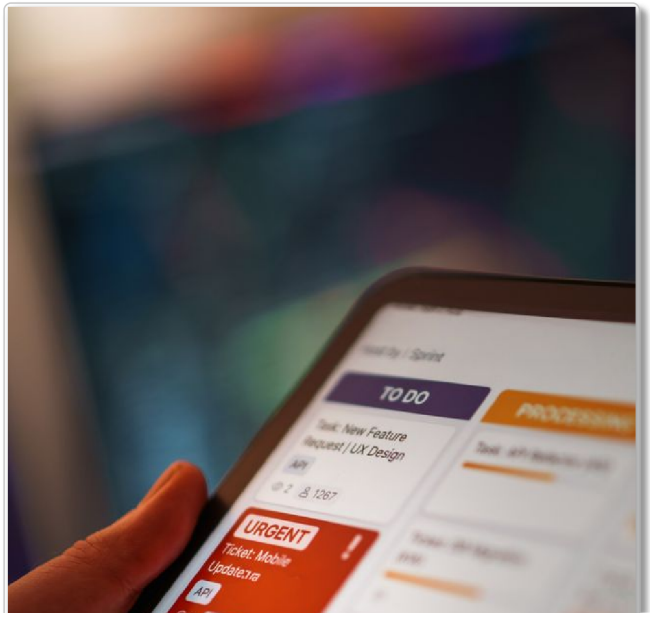


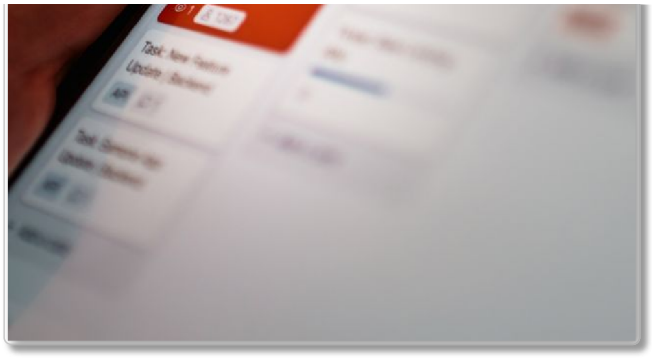
What they did

1. **Built one home for every request.** Jean set up Nodes for HR, Facilities and IT, with the Areas, Categories and Support Groups the organisation needs – plus Knowledge Base articles for the common questions.

2. **Let tickets route themselves.** Employees search the Knowledge Base first; anything logged goes straight to the right Support Group, and agents update progress as they work.

3. **Closed tickets only when fixed.** A ticket closes once the requester confirms it worked, and dashboards show workload, response times and trends.





The Result

One trusted support desk, with real data on how it’s performing

Employees solve more of their own issues, agents work from a shared queue instead of separate email threads, and leadership finally has real data on support across ABC Suites.

"From scattered inboxes to one trusted system."