Rover Decreases Ticket Volume by 24% Overnight

Solvvy

Rover

Rover Case Study

Rover is the nation's largest network of loving and trustworthy pet sitters and dog walkers.

Executive Summary

Rover's support team was struggling to keep up with seasonal ticket volume spikes. It decided to try Solvvy's smart self-service solution via a 14-day free trial. The trial results were so impressive that Rover chose to partner with Solvvy and purchase the software.

In this case study, you will discover how Rover uses Solvvy to achieve incredible results including:

- 24% reduction in contact form ticket volume
- Decreased average first response time from 23 hours to 6 hours
- Stabilized internal support staffing requirements

Challenges

Rover has 40 support reps handling 35K tickets per month. Its business is highly seasonal, with busy times during the summer and holiday season when people go on vacation and need someone to watch their dogs.

> "It's a no brainer to use Solvvy because there is a free trial with no upfront cost."
>
> Morris Wong,
> Director of Customer Experience

Moving Forward With Solvvy

Rover moved forward with a free trial of Solvvy in November 2016 to keep up with Q4 ticket volume spikes during a 20-minute phone call. Rover put Solvvy live in its contact form. After simply copy-and-pasting 2 lines of Javascript into its Zendesk Help Center, Solvvy was installed and immediately began answering customer questions. There were no technical skills required.

The Results and Future Plans

Rover immediately recognized benefits from Solvvy. The ticket volume on the contact form decreased by more than 20% overnight. But its biggest benefit was the decrease in average first response times. In December 2015, Rover had an average first response time of 23 hours. In December 2016, Rover decreased it to 6 hours. By deflecting contacts and getting answers to customers faster with Solvvy, Rover cut its average first response time by 75%.

"The impact was immediate. We saw deflection rates of 24% but the biggest impact was in first response times. Our first response time decreased from 23 hours to 6 hours."

Morris Wong,
Director of Customer Experience