



Company: BCR CX

Name: Bruno Rodrigues

Position: CEO

About BCR CX:

BCR CX is a Customer Centric company focused on BPO for Customer Support, Sales and Customer Experience. We help companies and people do achieve the best relationship.

The problem:

We used to have difficulty in giving tickets to the agents, when some of them pick up the easiest ones and others weren't committed to the performance. We have tried a lot of thing to monitor and improve performance, with no results.

The solution:

A friend told me about Round Robin App on Zendesk and we started using it.

The benefits:

Now we have a team that works together, with an equality of work load and efficiency on the real assign tool that is Round Robin. We are very happy with the solution!