



Company: Moxi Works

Name: Joshua Bentley

Position: Customer Success Manager

About Moxi Works:

Moxi Works is an independent technology company with deep roots in real estate. Born out of the desire to evolve real estate technology for brokerages, Moxi Works counts dozens of brokerages and over 25,000 subscribing real estate agents as customers.

Our product suite integrates the tools and methods that give agents a strategic advantage. It includes CRM Moxi Engage™, interactive presentation tool Moxi Present™, agent web sites and a brokerage intranet called Hub. It delivers a sphere-based selling discipline ensuring agents do the right thing at the right time, dramatically increasing their new, repeat, and referral business.

The problem:

Our support team needed to find an automated way to evenly distribute tickets to our reps without human intervention.

The solution:

By using the Round Robin app we were able to set up a schedule for when our tickets should be assigned to each rep and how many tickets they should be assigned (enabling us to balance load). In addition we have reps that work part-time schedules so we were able to control their workflow and make sure they received a fair amount of tickets during their schedules.

The benefits:

We don't have to worry about human error in assigning tickets or who is responsible for assigning tickets if the Lead and Supervisor are out. We also have flexibility in setting vacation time, sick time, or even overtime to make sure the work gets done with as little interruption as possible.