



**Company:** thredUP

**Name:** Chris Harvey

**Position:** VP, Customer Service

### **About thredUP:**

thredUP is the easiest way to save money on great Women's and Kids' clothing brands and sell clothes for cash. We're like a consignment store, but simpler. On thredUP you can refresh your entire wardrobe online without ever leaving your house.

### **The problem:**

We receive approximately 5,000 tickets per week. The problem we were hoping to solve with RoundRobin was getting the right tickets to the right CSRs quickly. We tried the “choose your tickets from a view” method with agents, but found that certain tickets were left for long periods of time. Our present model was for Supervisors to manually assign tickets to CSRs. However, this is untimely, inefficient, and there was also a perception that tickets were assigned unevenly.

### **The solution:**

We have a number of tiers (groups) set up and a number of agents assigned to each tier. RoundRobin solves the issue by being ruthlessly fair in its distribution of tickets. The oldest tickets are always assigned first, and they get to the proper agents quickly. We also utilize the schedule function, so RR runs pretty much on its own.

### **The benefits:**

In just two weeks of operation, we've already seen a 15% increase in agent productivity (tickets solved per hour) as well as a 20% decrease in first response time for tickets. It also frees up Supervisors so they can spend more time with agents and customers.