

Issue Management



“The online, managed deployment and ease of use ensured the IssueCentre system went live without a hitch”

R. Miller
Systems Manager

Background

Following the purchase of Jaguar Land Rover from Ford, the North American side of the business needed to setup a new Helpdesk as the old system and team were previously supplied by Ford.

They have 6 technical agents answering queries from North American based Jaguar Land Rover dealers.

The agents process on average 1,000 tickets per month.

Challenge

With the transition of the business away from Ford, Jaguar Land Rover found themselves in need of setting up a new helpdesk with new supporting systems.

With new staff hired and a deadline to meet, the challenge was to choose a helpdesk ticketing system that provided the functionality that they needed and was quick and easy for the new staff to learn within the timescales.

Implementation

We assisted Jaguar Land Rover in preparing the system for their go-live by configuring and importing their product and customer contact data.

Jaguar Land Rover chose a custom version of our fully hosted offering which enabled a successful implementation completed quickly and easily and in time for the new staff starting their new roles.



Jaguar Land Rover uses IssueCentre’s multiple brand capability to split their tickets between the Jaguar and LandRover brands. The agents need to be able to switch between brands quickly and the New Ticket screens

means its quick and simple for them to create new tickets, no matter what they’re working on.