



SAAS

# Increasing CSAT from 79% to 93.8% in *4 months*

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79% to 93.8% in 4 months**

### Company details:

**Industry:**

SaaS

**Location:**

United States

**Company size:**

250

**Year founded:**

2014

**Mission:**

Encourage progress  
by supporting small  
business owners grow  
their companies through  
sales funnels.

## The challenge

Unorganized customer  
database & customer  
support process

As a SaaS company, our client was not only seeking a way to scale quickly and efficiently, but to also provide an overall better experience for their customers. With their stream of tickets, our client believed that by providing appropriate solutions for their customers' issues, they could increase their CSAT score.

## The solution

Source qualified agents  
& flatten stream of tickets

After partnering with SupportNinja, the team was able to source qualified Ninjas to better serve our client's customers. In approximately 4 months, the SupportNinja team flattened the torrent of tickets and created a system to better manage customer support.

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*Working with SupportNinja has allowed us to scale our support team and coverage without needing to grow our support infrastructure. SupportNinja is easy to work with and we love their “No B.S.” approach.*

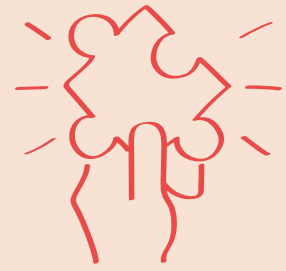
- SaaS client

## The result



# The result

Dramatically improved  
CSAT, savings, flexibility



## CSAT Improvement

Improved Customer Satisfaction (CSAT)  
from **79%** to **93.8%**



## Double Team Size

Double the number of agents from **20** to **40** Ninjas



## Lowered Full Resolution Time

Lowered FRT from → **24** hours to **10** hours



# Outsource with SupportNinja today

Explore services

