




Hi I'm Priya.
Today is my
first day here.
It's nice to
meet you.

Hi, Priya! I'm
Anil. Very
happy to have
you here. How
are you?



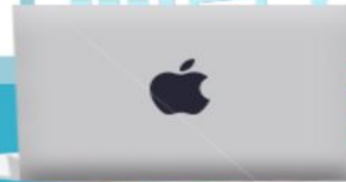


You know how this job goes. It can get very monotonic and boring when most of our job is replying to the same query again and again

Oh you didn't know? We use The Sociogrammers support desk software here which makes our job very easy. Let me show you

When a user is typing
their query, the
software
automatically
searches for similar
queries and suggests
it to users

At IITM Support Office Presentation Room



Students can also
upvote existing
queries instead of
creating new ones

Wow this must reduce a
lot of unnecessary
work!

Yeah Indeed! I love
using this platform as
it reduces repeated
queries and doesn't
overwhelm me!





The upvote and automatic question suggestion features are definitely nifty

Yes indeed! The best part is that it reduces clutter for both students and us support staff

Thank you. Bye!

Good luck on your first day Priya. Bye

At The Sociogrammers HQ



Hello Mr. Narayanan!
Aren't you the manager
at IIT Madras BS Degree
Support Desk? You look
a bit worried. Is
everything okay?

I've been receiving
some complaints
about the quality of
support.

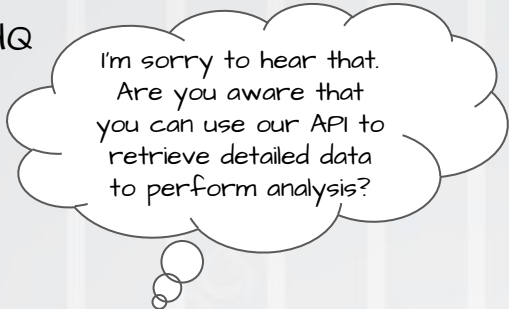
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I want to analyse
and understand
the preparedness
and efficiency of
our various
support agents.



At The Sociogrammers HQ



At The Sociogrammers HQ



With just a few lines of simple code, for all tickets you can get their resolution times, feedback and the agent who answered the query



With this data you should be able to perform some analysis to understand the reasons behind your students dissatisfaction



At The Sociogrammers HQ



I'm glad I could help you Mr. Narayanan. Please let me know if you need anything else

This is wonderful news. I'm calling my CTO right away to get this data

I can now focus on specific aspects of support so that we can provide our students a more conducive environment for learning

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