

It has been two weeks and this is the
third time I've reminded.
My issue still hasn't been resolved.



This doesn't solve my
issue!

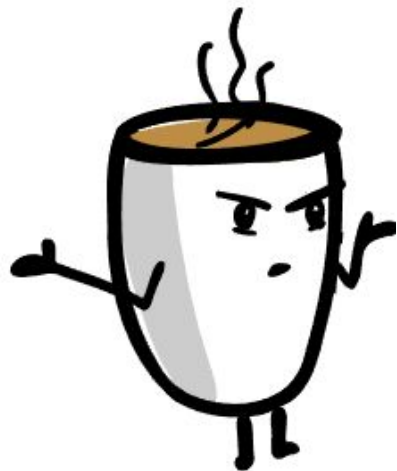
Dear student,
Abcd
.....

This is not the
issue

Reply



Hmm, can't seem to find if I'm eligible or not
on the website. Let me email them.



Portal seems to be down.
I should email support.



Portal seems to be down. I should email support!



Portal seems to be down.
I should email support!!



At IITM HQ

I'm receiving 20-30 complaints daily about unresponsive support team. The programs rating has gone down to 3 stars and people are more hesitant to enroll.

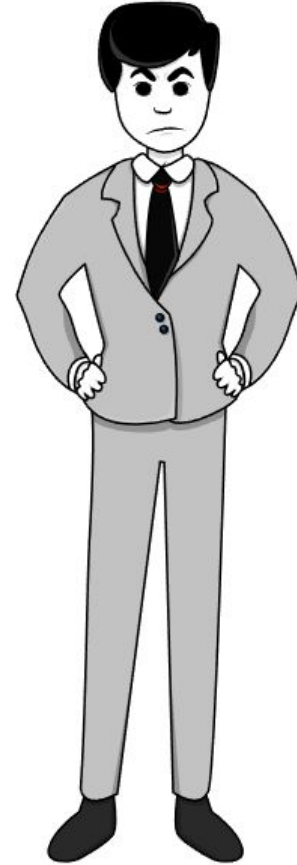


At IITM HQ

Sir, you're getting 20-30 complaints
while we're getting 200-300 emails
daily.



A lot of students also raise same issue and replying to each takes up a lot of time.

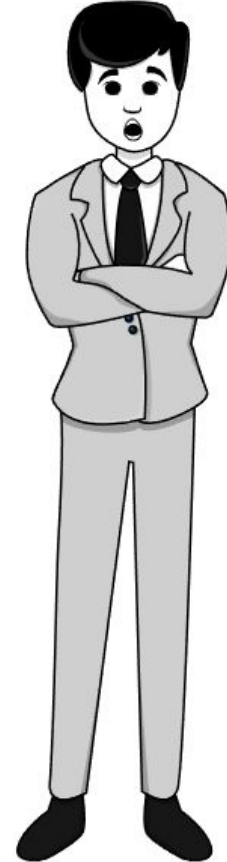


At IITM HQ

And since there's no proper way to organize or categorize queries, we can't solve or raise them together.



And whenever a student replies to any email, the priority order gets changed.



At IITM HQ

Very well. Given the current state, the board had already decided to give PIND a try. Let's see if it is helpful for us.



Let me look at all the admission related queries first.



Filter

Payment

XYZ

XYZ

XYZ

Most Liked

Raised to: Course team

Likes: ###

jsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia
dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui

View Details

Resolve

At IITM HQ

The most liked query seems to be about the recent eligibility criteria changes.



Ticket Number: #####

Raised to: Course team



User Name

Title: Issue on Xyz issye

Issue: Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem.

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Status: Addressed/Relied/pending

Likes: ###

Reply

Mark as Duplicate



At IITM HQ

responds



At coffeerville

PIND



At coffeerville



Let's go! Looks like I'm eligible.



Hmm, this query has already been solved Yesterday.



[Home](#) [Posts](#) [FAQs](#) [Profile](#)

[Logout](#)

Ticket Number: #####

Raised to: Course team

 **User Name**

Title: Issue on Xyz issye

Issue: Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem.

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Status: Addressed/Relied/pending

Likes: ###

[Reply](#)

[Mark as Duplicate](#)

 **Admin Name**

Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem.

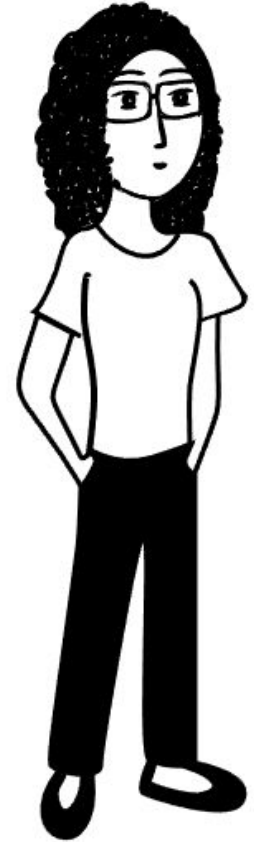
At IITM HQ

Let me find the resolved ticket and link
it as solution.



*le student

PIND





Oh ok, this makes sense.

[Home](#) [Posts](#) [FAQs](#) [Profile](#)

[Logout](#)

Ticket Number: #####

User details

Title: Issue on Xyz issye

Issue: Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem.

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Status: Addressed/Relied/pending

[Like \[number\]](#)

Admin details

Solution: Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem.

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[Mark as Solved](#)

[Reply](#)



I also faced an issue with payment, let me search whether others have raise similar query.

Title: *Payment issue*



Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut o Nemo enim ipsam voluptatem quia voluptas sit aspernatur a...

Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut o Nemo enim ipsam voluptatem quia voluptas sit aspernatur a...

Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut o Nemo enim ipsam voluptatem quia voluptas sit aspernatur a...

Show More

Tags:

Admin support

Payment

Course

Misc



Oh ok, this is the same doubt that I had. The solution makes sense. I'll upvote it.

Ticket Number: #####

User details

Title: Issue on Xyz issye

Issue: Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem.

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Status: Addressed/Relied/pending

Like [number]



No, I don't think this is correct, let me ask for more clarification.

Like [number]

Admin details

Solution: Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem.

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Mark as Solved

Reply

At IITM HQ

click clack *click clack*



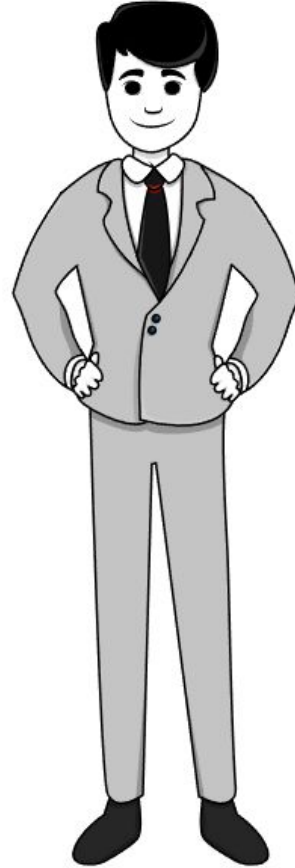
At IITM HQ



Good job, you two. The rating of the program has gone up to 4.5 stars and I haven't received a single complaint in a week.



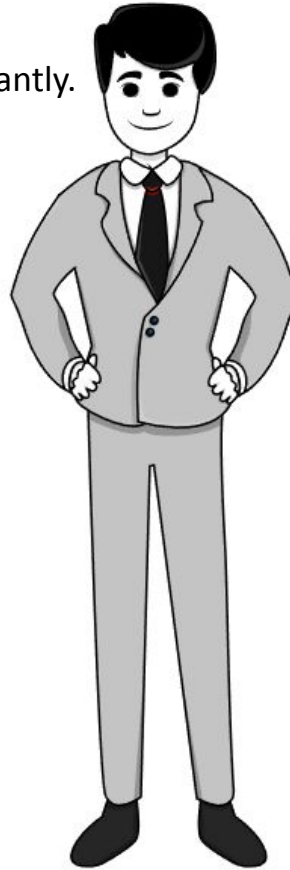
At IITM HQ



Haha, no problem sir, actually our work has gotten a lot simpler and easier with PIND.

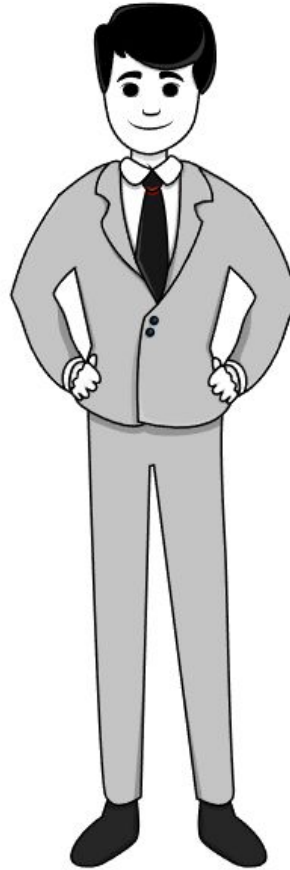


Yes, duplicate queries and commonly
Asked questions have reduced significantly.



At IITM HQ

Even when we do get duplicate queries it only takes a few seconds to resolve them now.



At IITM HQ



Not only that but overall organisation and communication is much faster now.

