AI-Powered Support That Feels Personal: How IntegraSoft Modernized Its Help Desk with HappyFox

Industry: Software



integraSoft

happyfox

About IntegraSoft

IntegraSoft develops business management software for growing companies, including ERP, warehouse management, equipment rental, business intelligence, and service management solutions. Its integrated platforms help organizations automate workflows, strengthen operational visibility, and improve efficiency across a wide range of industries, supported by scalable software and responsive customer service.

Challenge

IntegraSoft previously used a competing customer support platform. Several limitations prompted the team to evaluate a more modern solution.

Dated Technology: The previous platform lacked modern capabilities and an up-to-date user experience.

Ease of Use: The team needed a support platform that was more intuitive and efficient to use.

Customer Service: The level of service provided by the previous vendor did not meet IntegraSoft's expectations.

Implementation

IntegraSoft discovered HappyFox while researching customer support ticketing solutions online. The platform immediately stood out for its modern interface, integrated capabilities, and responsive customer service.

AI-Powered Support: HappyFox's use of AI across support and related functions was a key factor in IntegraSoft's decision.

Hands-On Migration: Despite the complexity of migrating data from multiple formats, implementation progressed smoothly. The HappyFox team worked closely with IntegraSoft to accommodate its data requirements.

Connected Workflows: Support teams manage requests submitted through email, the Support Center, and API connections, with Azure DevOps serving as the most frequently used integration.

Why HappyFox?

- AI-Powered Support
- Modern Interface
- Ease of Use
- Knowledge Base AI
- Azure DevOps Integration
- Customer Support

Results

Centralized, Automated Support:
Customer support requests are centralized, tracked, and automated in HappyFox, giving the team a clear and efficient way to manage tickets.

AI Connected to the Knowledge Base:
HappyFox's AI integration with IntegraSoft's knowledge base is one of the team's most valued capabilities.

Reporting for Management:
Managers use HappyFox reporting to monitor staff KPIs and evaluate request channels, contact frequency, call-note usage, and knowledge base insights.

Our Experience

IntegraSoft helps growing companies automate workflows and improve operational visibility. HappyFox now brings those same benefits to IntegraSoft's support operation by centralizing, tracking, and automating customer requests while providing management with reporting to monitor staff KPIs.

Compared with the previous platform, HappyFox delivers a modern, integrated experience with AI embedded in support workflows and connected to IntegraSoft's knowledge base and Azure DevOps.

The partnership has been equally important. When the migration required flexibility to accommodate multiple data formats, the HappyFox team worked closely with IntegraSoft to meet those needs. This combination of modern, AI-powered tools and responsive, personalized support is why Application Support Manager Toni Horst confidently recommends HappyFox.



"HappyFox provides a modern, intuitive experience with well-integrated features, backed by excellent customer service."

Toni Horst
Application Support Manager
IntegraSoft