From a Shared Inbox to Clear Ownership: How UEI's HR Team Handles Around 750 Tickets a Month with HappyFox

Industry - Education



University Enterprises, Inc.
SACRAMENTO STATE

happyfox

About University Enterprises

University Enterprises, Inc. (UEI) is a nonprofit auxiliary organization of California State University, Sacramento that creates and manages programs and services that enhance the University's educational mission. UEI provides grant and contract management and fiscal services for University research and sponsored programs, and is the largest provider of student assistant employment opportunities in California. Both state agencies and private employers use its California Intern Network as their primary source for student assistants.

Challenge

Before HappyFox, UEI's HR team managed customer requests through a shared Outlook inbox.

Unclear Ownership: Customers emailed questions, HRIS change requests, separation forms and other documents with several HR team members included, causing confusion about who was responding or handling each request.

Delayed Responses: The team wasn't always responding in a timely way, which negatively affected the level of customer service it wanted to provide.

Implementation

UEI found HappyFox through a Google search. Its first impression: organized, easy to navigate and clearly designed to improve service delivery.

Affordable Functionality: HappyFox offered a robust set of features at a cost that fit within UEI's budget.

One-Person Rollout: Implementation went very smoothly. Ari Williams handled it alone, got the team up and running and trained them, supported by HappyFox tutorials and an always-available HappyFox team.

Email-Friendly Workflow: Requests arrive by email and through the Support Center, and the team can reply to emails and have the ticket updated.

Why HappyFox?

Affordability | Ease of Use | Easy Setup | Ticket Ownership | Email Ticketing | Customer Support

Results

Response Times on Target: UEI's 14 help desk agents handle around 750 tickets per month, with an average first response time of 23 hours 46 minutes, right at the team's goal of responding within 24 hours.

Clear Ownership: Assigning requests to specific team members and clearly identifying ownership has significantly improved accountability and reduced duplication of work.

Centralized HR Requests: The HR team relies heavily on HappyFox ticketing to manage user requests, with reminder emails and private notes among the features it values most.

Our Experience

A shared inbox copied to several people makes it hard to know who owns a request. UEI's story shows how HappyFox replaces that confusion with structure: every request becomes a ticket with a clear owner, reminder emails help keep follow-ups from slipping, and private notes let the team collaborate behind the scenes, while customers can keep reaching HR by email.

UEI's experience also shows that a robust help desk doesn't need a big budget or a big implementation team. A single person set HappyFox up and trained the department, with HappyFox tutorials and a responsive support team available along the way. Today, 14 help desk agents handle around 750 tickets a month, with an average first response time of 23 hours 46 minutes, right at UEI's goal of responding within 24 hours.



"Our HR team relies heavily on the ticketing system to manage user requests. The ability to assign requests to specific team members and clearly identify ownership has significantly improved accountability and reduced duplication of work."

Ari Williams
HRIS & Compliance Manager,
University Enterprises, Inc.