



PROBLEM

WeWork needed a more efficient way to alert the sales team when a tour was booked by a prospect at one of their buildings.

The volume of tours made it difficult to track and confirm all the booked tours. They also had a tough time ensuring all walk-ins were attended to in a timely manner.

As a result, only about 65% of the tours booked were actually happening.

TROOPS SOLUTION



They set up a troops 'tour alert' to notify all sellers in a particular building when new tours are booked in real-time.

From there, the team can assign an AE to the right client based on that information. The AE can call the prospect directly from slack with the push of a button to confirm the time/date of the appointment.

OUTCOME



WeWork's Tour alert increased the percentage of tours completed from 65% to 80% after just 2 months.



PROBLEM

The process of assigning SEs to deal support requests (by AEs) took days and many times they were missed altogether.

This caused AEs to handle technical calls on their own and added tension to the AE/SE relationship.

TROOPS SOLUTION



Slack built a troops workflow that shot all deal support requests into one channel where every SE on the team had visibility. From there, they could push a button to take the case themselves or assign it to anyone else on the team (without ever having to touch salesforce).

OUTCOME



Slack decreased the time it took to assign Solution

Engineers to deal support requests from an average of 3-4 days to ~2 minutes. Saves at least 2 hours of work for the Solutions Engineering Director of America a week. Builds a better partnership between AEs and SEs at Slack.



PROBLEM

DoorDash has a tremendous amount of ad hoc (but common) requests from our outside pre-sales team. This includes various overrides that managers can perform that reps are not able to do for compliance reasons.

Some examples include transferring lead ownership, exclusive deals, address verifications, or specific packages. To address this, reps were one-off Slacking or Chattering their managers, which was very disorganized and a major time and energy suck for managers.

TROOPS SOLUTION



With Troops, DoorDash streamlined and automated all these requests into regional channels based on the manager. Once requests are complete, Troops auto-alerts reps that this action has been completed saving managers from closing the loop. This “feed” aggregates all requests so that managers can handle them easily when they have a few moments. Reps also know exactly what they need to do in Salesforce and how this push/pull relationship works.

OUTCOME



Our most recent poll in January shows all these approval workflows combined saved roughly 127 manager hours in one month (or about 10 hours per manager in a month).



PROBLEM

Kentik uses **Salesforce** as a ticketing system, which requires their support team to manually look through salesforce to understand if a ticket has been addressed properly.

Many times customers would send in support tickets but be unresponsive initially, only to come back weeks later to finally address the issue they had.

In short, their support process was ‘terrible, time-consuming, and caused things to slip through the cracks.’

TROOPS SOLUTION



They used Troops to notify the support team of all new cases as they come in, if we close a case after no-contact, or even after what appeared to be a successful resolution - and then the user emails back to the same ticket email thread. With this workflow, Kentik is able to handle cases in a normal fashion, and follow back up with users who have additional questions - even if it's weeks or months after their ticket was originally closed. **It prevents double-work, streamlines the customer experience, and makes the customer feel valued when a reply to a 3-week old ticket thread is replied to in an hour and the ticket is reopened.**

OUTCOME



This workflow saves the Kentik support team several hours per week, creates a streamlined experience for customers and engineers/ reps, keeps Customer satisfaction high, and gives the support team piece of mind knowing their teammates can take requests when they are unavailable.



PROBLEM

ScoutRFP needed a better way to track the progression of sales opportunities in their pipeline. This is particularly important as deals reach stage 3 where their chance of winning more than doubles.

The level of resources that they devote to deals in stage 3 dramatically increases as they have an exec sponsor, a business value engineer, sales engineer, and a manager (4-6 internal stakeholders). ScoutRFP needed a way to ensure that any deal that moved to stage 3 received healthy amount scrutiny and was carefully vetted before more resources were devoted.

The biggest thing that it does is help us track the progression of our opps. It gives us a really good indication of how our pipeline is growing quarter-over-quarter. Every time that an opportunity moves to a particular stage our team is alerted by troops.

TROOPS SOLUTION



ScoutRFP uses troops to notify the entire sales team every time a deal in the pipeline has moved stages. At that point, managers can coach to the deal and ensure that reps have uncovered all the proper information needed to validate that move. This has made it easier to vet deals and ensure that reps are properly following their MEDDPIC sales methodology.

OUTCOME



This stage movement channel gives ScoutRFP a really good indication of how their pipeline is growing quarter-over-quarter. The visibility provided by troops has caused reps to take more time validating that it's a real opportunity before it goes to stage 3. **Troops has increased the level of scrutiny each deal receives, which saves the team from devoting resources to deals that are not real. Since buying Troops, ScoutRFP's average deal size has more than doubled.** That is attributed to a number of things but troops is absolutely one of the contributing factors in that equation.