

Connecting the Dots



Orgadata's Global Support Transformation with babelforce

Orgadata, a global provider of software for window and door manufacturers, faced a complex challenge: disconnected "software islands" across countries made it impossible to deliver unified, high-quality support. International teams lacked visibility, agents duplicated work, and customers faced inconsistent experiences.

The company needed a way to bridge their global operations – and give every support team a complete, real-time view of the customer.



The Challenge: Fragmented Systems, Frustrated Agents

Orgadata's global support teams operated in silos, using disconnected tools that made collaboration difficult and slowed response times. Agents had to manually create tickets, switch between platforms, and dig for customer information – often without a full picture.

Handoffs between regions lacked context, leading to inefficiencies and repeated work.

To deliver consistent, always-on support across time zones, Orgadata needed a single system that could unify teams, automate key tasks, and provide instant visibility into customer interactions.

ORGADATA



The Solution: Global CX, One Platform

With babelforce integrated into Zendesk, Orgadata now:

- Automates ticket creation and caller data capture
- Delivers seamless handovers between global teams
- Offers reliable, high-quality telephony across all markets

The Results



100% visibility
of customer context across teams



Productive time reclaimed
every day through reduced manual work



Unified platform
for all teams, regardless of location

"Every Orgadata person benefits from babelforce. We can all talk about the same problem. Open your browser, type in the ticket number, and then we talk about it."

Thomas Otten, Head of Customer Service, Orgadata

Orgadata is now exploring babelforce's outbound and AI features – with a vision to keep their service human, but always one step ahead.