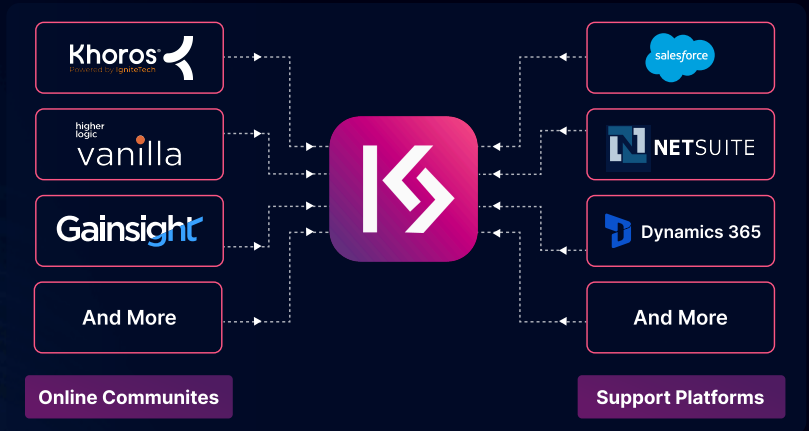


Deliver Faster Resolutions With Community-Support Integration Through KaseSync



Overview

Delivering prompt and efficient support is a challenge when communities & support platforms work in silos. That's why we developed KaseSync, a purpose-built community-support platform integration tool. By streamlining case handling, automating repetitive tasks, and enabling faster resolutions, it empowers support teams to work smarter. With AI-driven insights for case prioritization, KaseSync ensures personalized, engaging customer experiences while reducing operational costs.

Features of KaseSync

Case Management Within the Community

Access, track, and manage all active and closed cases from one place. Quick filters, search, and complete history views simplify navigation and progress tracking.

Case Creation

Log support cases with details, priorities, and attachments, and track status while interacting with agents directly from the community

Administrative Control

Manage the support portal with full administrative control. Set access for different users, define escalation rules, and enable features as per your business needs.

Bi-Directional Data Sync

Enable real-time sync between community and support platforms. Customers can create & escalate cases from within the community, while agents can respond seamlessly from their support platform.

Smart Case Deflection with Federated Search

Reduce case volume by guiding users to relevant knowledge base content and past cases before they raise a ticket.

Efficient CCed Management

Allows multiple stakeholders to be CCed on a case, ensuring they receive updates and can contribute to the discussion. This prevents duplication & streamlines collaboration.

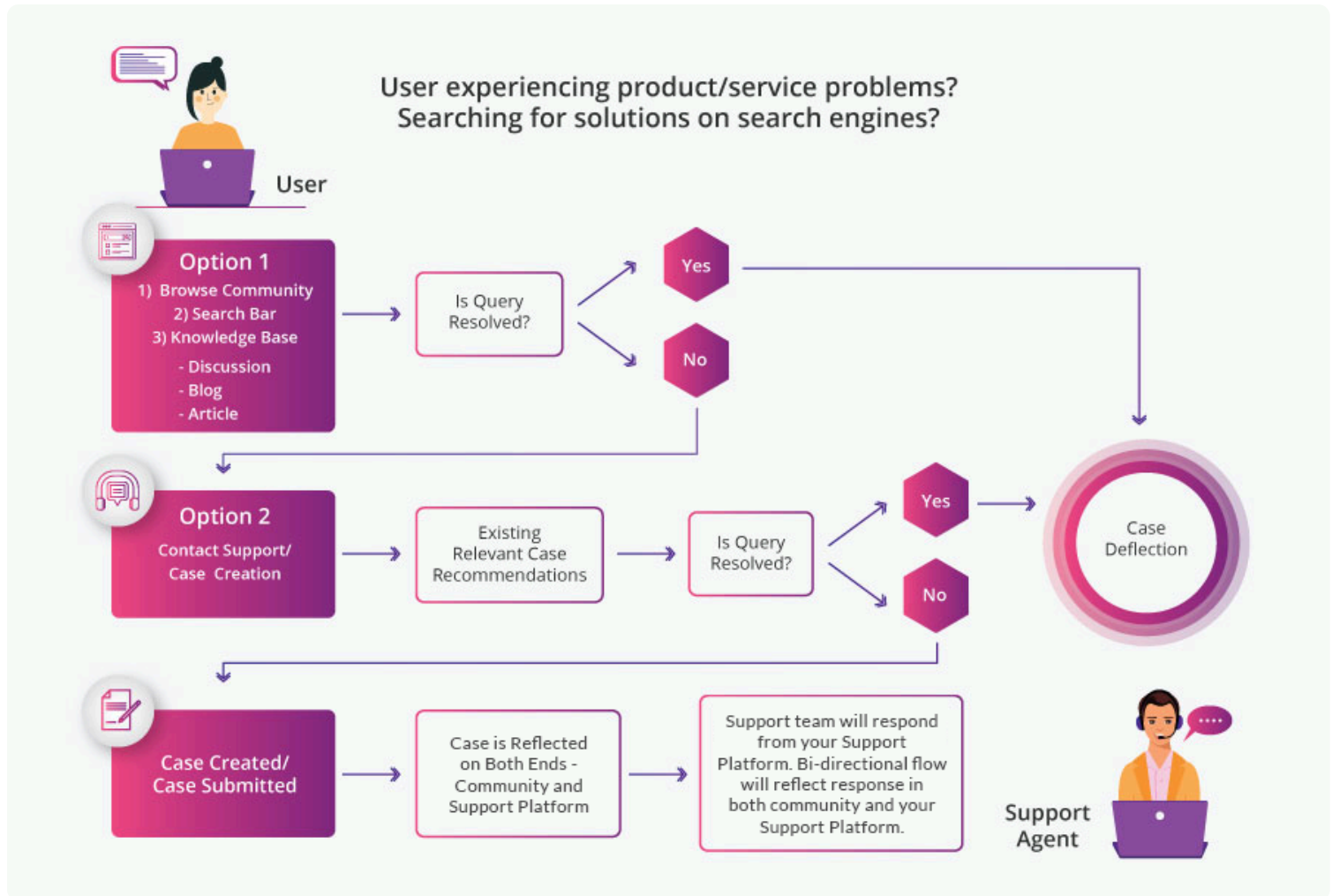
One-Click Case Escalation

Escalate urgent issues instantly with a single click, automatically updating issue priority and notifying the support team of urgent cases.

Automatic Post-to-Case Escalation

Convert unanswered community posts into cases automatically after set time intervals, ensuring no issue goes unresolved.

Here's How KaseSync Works



About Us

With deep expertise in building digital products and support accelerators, Grazitti Interactive helps organizations streamline case management, boost engagement, and optimize support operations. Trusted by 100+ Silicon Valley companies and Fortune 500 enterprises, Grazitti is a recognized leader in transforming customer support ecosystems.