

Application: 4549

Zuora Global Customer Support

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Zuora Inc

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Zuora Global Customer Support

Category

Q08o. Technology Team of the Year - Information Technology - Support

Technology Team Submission Format

Written Answers

a. Briefly describe the nominated technology team: its history and past performance (up to 200 words). Required

The Zuora Global Customer Support team epitomizes a Customer First mindset. Founded in 2007, this team has been providing a world-class technical Customer Support of Zuora's Billing, Payment & Revenue products which is the financial backbone for over 2000 organizations.

This team of Support Engineers embodies the "do whatever it takes" attitudes towards supporting the Customers and it reflects in the responsiveness, accuracy, efficiency and Quality of service this team provides.

One of the unique philosophy of operations for this team is to "Create Heroes" within the Customer's organization. To this team, it is not just about solving the Support requests, but it is about valuing each interaction as an opportunity to empower and enable users in the Customer's organization with knowledge and tools, so that they can be a superhero in their organization. Our users love us for this attitude and it reflects in the consistent 95%+ CSAT score this team maintains.

"I just wanted to say we have been with Zuora for year and I notice the shift in the quality of support we have been receiving lately. Wonderful World Class Service with fast responses and resolutions. Keep up the great work, you are valued at LeaseHawk! "

b. Outline the technology team's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

Over the last 2 years, Zuora's Customers grew 2x, product offerings grew 4x and with the adoption of latest AI technology and growth in the business, the complexity of the supported products grew multi-fold. This team quickly pivoted to adopt a technology first mindset in Support Operations to empower the Support Engineers with right tools, technology and AI assist to serve the Customers. It started by bringing in an Engineering leader to run the Support function, and establishing a strategy that blends human with AI technology to provide the best-in-class Support to the Customers.

Since the beginning of 2023, this team was able to achieve

1. 40% reduction in ticket resolution time - enabled to automated triage, AI Agent Assist
2. 100% increase in tickets resolved under 2 interactions - enabled by automated Zoom session scheduling
3. 25% YoY reduction in incoming support tickets - enabled by strong "Close-the-loop" process to make the products better
The team was able to achieve this by seamlessly adopting to changes in the process & mindset
1. Removed L1, L2, L3 layers of Support and adopted Intelligent Swarming methodology. Every request from the Customer is responded meaningfully by a Specialist and provides a delightful and trusted experience.
2. Adopted AI Tools for issue classification, trigger automated triage, generate automated response, summarize pages of knowledge articles into a concise help.
3. Cultivated "the buck stops with us" attitude to own the E2E Customer experience of interacting with Zuora products. This evolved into a "Close-the-loop" process to drive the need for Customer to reach Support.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

Zuora Customer Support team provides technical support to the mission critical Zuora Billing, Payments, Revenue & Platform applications in our Customer's ecosystem. The invoices sent has to be accurate and on time. The Payments reconciliation and taxation should be accurate to the fraction of a cent, the Revenue accounting books should be accurate and closed on time to generate the company's financial report.

Hence it was extremely important to elevate the Support experience and provide a competitive advantage of Zuora products over any of our competitors.

Zuora's Customers love Zuora products due to the Support they receive. It is a significant delightful factor when they are able to bring down their accounting books close time from 10 days to 2 days because of the timely and effective Support they receive.

Also, achieving a 25% reduction in incoming Support tickets while the number of Customers doubled is extremely impactful and unique achieved by the implementation of "Close-the-loop" process. Every interaction with the Customer is an opportunity to learn the Customer Experience in using the product. The Support team started using AI to analyze the sentiment, product supportability / self-serve capabilities and Quality - to provide meaningful and actionable insights to Product & Engineering to use their 20% bandwidth of Tech Debt & Quality to improve the product.

Finally, "Create Heroes" is so unique and a key differentiator in influencing how Zuora users feel about Zuora products & Support. We create Superheroes within our Customer organization who saves the finance day and is loved by their CFO.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

95%+ CSAT score in 24 of the 30 months since Jan 2022.

"Zuora team is one of the best I have yet to work with our suppliers. Everything is always quick and always get a response and issue resolved with knowledge provided. Great job team!!!" - Sarah (Fiat Chrysler Automobiles)

"Thank you for your support. With having a call we are solving the issues more quickly and also learning new things.

Very useful. Thanks again." - Irena (Visma AS)

"Problem was checked correctly and processed to the right person (developer) in the backend of Zuora. Also a system status was posted. I find this approach very good and very clean and transparent!" - Kay (AEB SB)

"Amazing support, it may have taken some time to get to a point of resolution but agent was consistent in follow up and excellent communication " - Ashley (Firepoint)

"Mano is an incredible resource for Zoom. She has changed how we use 360 for the better, answers endless CPQ questions, brought on new payment gateways, payment methods, helped us cut in half the Trial Balance calculation time and next month JE will be optimized. She is an asset to both our organizations and that is no small achievement at this scale. We are truly lucky to have on our account!" - LeeMarie (Zoom)

"Rep was very knowledgeable and had patience to listen and work through entire time. It is very important to have a good reps with product knowledge to be able to fix it without wasting time. "

Webpage Link

<https://www.trustradius.com/reviews/zuora-2016-12-04-13-47-23> (<https://www.trustradius.com/reviews/zuora-2016-12-04-13-47-23>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://www.getapp.com/finance-accounting-software/a/zuora/reviews/27171ecc52/> (<https://www.getapp.com/finance-accounting-software/a/zuora/reviews/27171ecc52/>)

Would you like to add an additional webpage link?

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Webpage Link 3

<https://www.withorb.com/blog/zuora-review> (<https://www.withorb.com/blog/zuora-review>)

Would you like to add an additional webpage link?

Supporting Document

No File Uploaded

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-tech.secure-platform.com/file/66948/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjo2Njk0OCwiYWxs3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImNbnm9yKey%20Stats.pdf>)

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