INDUSTRY CASE STUDY / OIL & GAS

Standardizing Customer Support Operations

Zendesk implementation | Global energy-sector organization

EXECUTIVE SUMMARY

Nuvirateck configured a Zendesk support environment around agreed ticket workflows, access responsibilities, regional email channels, service-level expectations, notifications and reporting. The delivery also covered UAT support, handover and go-live coordination.

INDUSTRY	PLATFORM	SCOPE	CONFIDENTIALITY
Oil & Gas	Zendesk	Implementation & configuration	Client name withheld

KEY FINDINGS

WORKSTREAM	DELIVERY EVIDENCE
Workflow & lifecycle	Configured statuses for assignment, in-progress work, pending/waiting, escalation, supervisor assistance, completion and reopen.
Forms, roles & access	Agreed ticket forms and fields, groups, role access, scoped visibility and administrator-controlled configuration.
Channels & security	Regional email channels for supplied mailboxes; fallback web-form/manual intake where an address was not supplied. SSO/security settings prepared using information provided.
Service levels & automation	Business-hour schedules and an 18-business-hour (two-business-day) target, with routing, escalation, reopen and SLA-related automation.
Analytics & transition	Metrics included First Time Resolution, resolution within two business days, reopened cases and cycle times. UAT, handover, go-live coordination and 15-day hypercare were in scope.

OPERATIONAL IMPLICATIONS

SLA INTERPRETATION	The configured target remains 18 business hours. Calendar displays can show longer elapsed time when weekends or non-working days are included.

Readiness items: The separate five-business-hour warning automation was identified for Sandbox/UAT validation before approved production promotion. Reporting depends on agreed metric definitions and available ticket data. Additional mailboxes, SSO settings, mailbox permissions and network settings may require client or third-party administration.

EXECUTIVE TAKEAWAY	A configured Zendesk foundation aligned to agreed workflows, access requirements, service levels and reporting—with validation steps and external dependencies made explicit.

NUVIRATECK CAPABILITIES | Platform implementation, workflow configuration, AI-enabled service operations and ongoing support.

NUVIRATECK

Building a Consistent Service Operations Model

Zendesk solution blueprint | Power-sector organization

EXECUTIVE SUMMARY

Power-sector support teams may coordinate customer requests across channels, regions, operational groups and time-sensitive escalation paths. A structured Zendesk implementation can provide a consistent foundation for case handling, access control, service levels and operational reporting.

INDUSTRY	PLATFORM	DOCUMENT TYPE	CLIENT
Power & Utilities	Zendesk	Representative blueprint	Not identified

IMPORTANT DISTINCTION	This is a representative prospect-facing solution blueprint, not a verified completed power-sector engagement. Validate the scenario before presenting it as a customer result.

SOLUTION FRAMEWORK

WORKSTREAM	POTENTIAL DELIVERY SCOPE
Workflow & intake	Ticket lifecycle, forms, request categories, intake channels, ownership and reopening rules.
Access & routing	Groups, role-based permissions, regional/functional routing, queue visibility and agent workspace views.
SLA & escalation	Agreed business-hour schedules, response/resolution targets, escalation logic and notification rules.
Analytics & quality	Reporting for resolution performance, reopened cases, pending/ageing workload and agreed metrics, subject to data availability.
UAT & transition	User validation, feedback resolution, administrator handover, go-live support and hypercare as defined in the statement of work.

RECOMMENDED DELIVERY SEQUENCE

PHASE	ACTIVITIES
01 Discover	Map channels, request types, regions, responsibilities, escalation paths and reporting expectations.
02 Configure	Build agreed workflows, forms, access controls, routing, business hours, notifications and agent views.
03 Validate	Run UAT, test routing and notifications, verify business-hour calculations and approve reporting definitions.
04 Transition	Obtain sign-off, hand over administration, coordinate go-live and deliver the agreed hypercare period.

MEASURES TO AGREE BEFORE LAUNCH

First-time resolution • Resolution within target • Reopened cases • Pending/ageing workload by category or team. Definitions, baselines and post-launch results should be confirmed with the customer before making quantified claims.

EXPECTED OUTPUT	A scoped Zendesk service-operations foundation with agreed workflows, access rules, SLA logic, reporting definitions and a tested transition plan.

NUVIRATECK CAPABILITIES | Platform implementation, workflow configuration, AI-enabled service operations and ongoing support.