

A dark grey world map with a diagonal line pattern. A yellow rectangular label with the text "USA" is positioned over the United States.

USA

## Case Study

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**RESCUE ME ASSISTANCE**

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**ONLINE BUSINESS SERVICE  
CONSULTING**

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**USING HAPPYFOX  
SINCE MAY 2013**

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Rescue Me provides online business services, consulting and general assistance to small- and medium-sized businesses. With more than 15 years combined experience in business, marketing, social media, market research, bookkeeping and event planning, Rescue Me helps businesses of all kinds.

**Megan Dixon**, Founder/CEO of Rescue Me Assistance, tells us how HappyFox helps make their customers happy and takes Rescue Me's services to the next level.

## CHALLENGE

For the most part, we were reliant on gmail. Since the response time is so important, customers like to be acknowledged even if we haven't fulfilled their request or provided a complete answer. We also needed a tool to help us keep paper trail to keep track of all our customers and their requests.

## IMPLEMENTATION

There are so many wonderful features HappyFox offers. All those features are incredibly helpful in handling incoming requests, assigning them to the correct team member and adding instructions to the knowledgebase.

The HappyFox interface is fairly straight forward for those needing to handle requests, and at the end of the day, it's just a significant time savings.

**“Fabulous! Couldn’t be happier!  
HappyFox has been an instrumental tool  
in the growth of our business.”**

## RESULTS & BENEFITS

The biggest benefit of HappyFox is organizing requests in a way that give efficiency to our organization. It helps cut back on response time as well. The autoresponder feature keeps our clients very happy. Turnaround time has been cut to a fraction of what it was.

Categories and assignments help delegate tasks rather than forwarding emails. This also helps us to monitor the progress of a situation if someone on our team is out of the office. I take comfort in knowing incoming messages are immediately acknowledged and because of that be more efficient with our time.

## OUR EXPERIENCE

Fabulous! We started using HappyFox a little more than a year and a half, and couldn’t be happier. HappyFox has been instrumental tool in the growth of our business. Our clients are happier and we have more time which allows us to take our services to the next level.

## WHY HAPPYFOX?

Clean Interface

Easily Monitor Progress

Intuitive Interface

Enables Quick Turnaround Time

**“Turnaround time has  
been cut to a fraction of  
what it was.**

**Our clients are happier  
and we have more time  
which allows us to take  
our services to the next  
level.”**



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