

helphouse.io

TV 2



TV 2

TV 2 DANMARK was founded in 1988 and is the company behind Denmark's most-watched channel, TV 2, and the country's most-watched channel family consisting of 7 different channels. TV 2 PLAY is their on-demand streaming service where you can watch all their shows, sports and live-tv.



Zendesk products



zendesk
support



zendesk
guide



zendesk
chat



zendesk
talk

Marketplace apps



gert.io

Problem

They experienced an increasing pressure on the customer service department with inquiries coming from several channels and platforms. Customer service was too ineffective and they had limited support tools. They wanted to optimize the support so they could give relevant support to the right customers.

Implementations

As a step in their transition to Zendesk, helphouse.io designed a help center that would help customers to self-help, resulting in a much higher ticket deflection.

Results

With the help center design, TV 2 PLAY was able to significantly reduce the number of tickets compared to the number of customers. The much easier way to self-help is resulting in much higher CSAT, as customers can resolve their own problems fast.

TV 2 estimates having freed up +200,000 EUR annually, by using the help center designed by helphouse.io. Ticket deflection has risen to 95% and the overall ROI 2 years after implementing Zendesk is 438%.





“ helpouse.io has provided professional guidance from beginning to end regarding the launch of our new customer portal. helpouse.io didn't just provide us with a standardized product but presented us with a customized and innovative solution that solved the challenges and issues we were facing with our former site.

helpouse.io has been great at familiarizing themselves with our needs and not least, our customers' and users' needs. This is why we have a unique customer portal today, that reflects how proud and ambitious we are.

Kristian Petersen

Head of Customer Operations – TV 2 PLAY

Our mission is to be #helpsome

If you need additional guidance or want to dig deeper into the wonders of Zendesk, then don't hesitate to contact our Account Manager Jonas Poulsen below.



Jonas Poulsen
Account Manager
jonas.poulsen@helphouse.io
[+45 53 65 65 06](tel:+4553656506)

Visit our [helpcenter](#) to get advice from our guide and awesome support!



Follow our activities on social media where we keep you updated with events, product announcements and social posts.

