MeisterTask

Make every season feel like the slow season for your support team

Imagine having customer support that resolves inquiries instantly, deflates backlogs, and ensures seamless multilingual assistance, all while optimizing costs. That's the power of Crescendo. Our CX platform blends human expertise with advanced AI to deliver an exceptional omnichannel customer experience across chat, email, and voice. With automated quality monitoring and continuous knowledge base improvement, we ensure fast, accurate, and empathetic resolutions that improve with every interaction.

MEISTER

KEY RESULTS

Enabled exceptional multilingual support at-scale with the CX assistant and seamless human associate handoffs.

- Seamlessly handle peak demand across all languages
- Tailor automated support for each customer tier
- Automate QA feedback for 100% survey response

99.2%
Quality Score

Maintained a 99.2% quality score, driven by continuous improvement through 100% automated interaction monitoring.

67%
Instant Resolutions

Instantly resolved 67% of inquiries with the CX assistant, allowing support teams to focus on complex cases and elite-tier customers.

1000+
Backlogs cleared

Cleared a backlog of 1,000+ tickets within weeks, bringing the internal support team up-to-date and making it "feel like their slow season."

MeisterTask

Scaling support efficiently is a challenge, especially when handling backlogs and multilingual inquiries.

Since 97% of customers expect rapid responses, CX teams face constant pressure to deliver.[1] Expanding globally adds another layer of complexity, requiring support across multiple languages and time zones, often at a higher cost.

Meister, a leading task and project management platform, encountered these challenges first hand as their user base grew. Known for exceptional service and personalized concierge support for top-tier customers, the company prioritized multilingual support — a key factor **in retention, as 75% of customers are more likely to stay with a brand that offers support in their native language.**[2]

As ticket volumes surged, Meister struggled to maintain high-quality service without significantly increasing costs. Their global expansion presented a growing need for multilingual support, and a rising backlog.

1
ringover.com/blog/customer-service-statistics

2
csa-research.com/Blogs-Events/CSA-in-the-Media/Press-Releases/Consumers-Prefer-their-Own-Language

CRESCENDO

Clear backlogs fast with AI-powered, multilingual support.

Tailored for Meister's specific needs, Crescendo's Augmented AI platform conquered everyday support challenges.

Meister partnered with Crescendo to deploy the Augmented AI platform, delivering cost-effective, scalable multilingual support. The AI-powered CX assistant instantly handled routine inquiries, while complex cases were escalated to multilingual associates for expert resolution. This hybrid model ensured fast, accurate support without overloading internal teams.

By integrating Augmented AI, Meister's support team improved response and resolution times, eliminated bottlenecks, and enhanced customer satisfaction across every customer tier — all without increasing costs. The scalable, rapidly deployable system enabled expansion of world-class task management solutions globally, while maintaining excellent service quality and a backlog-free support operation.

Augmented AI

A blend of advanced AI, and human expertise, used to deliver an exceptional omnichannel customer experience.

CRESCENDO

"The platform is performing really, really well.
It has completely transformed our support
operations, helping us clear a massive backlog and
maintain top-tier service. The blend of agents and
AI-powered automation makes everyday feel like
the slow season for our internal support team"

Thomas Mayerhofer
Customer Success Team Lead, Meister

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