Joyride
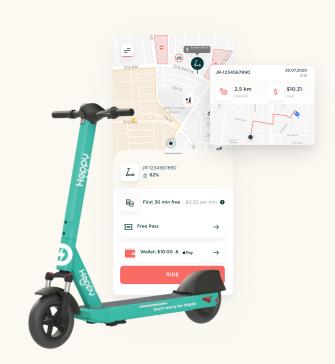
Case Study

HOPPY + MAVENOID + JOYRIDE

Hoppy resolves 47% of support inquiries automatically with Joyride + Mavenoid
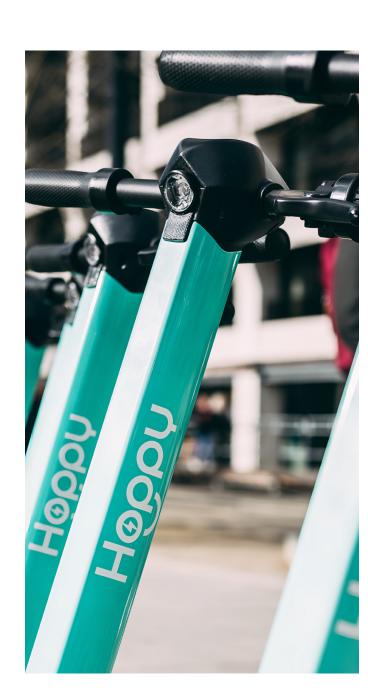
24 days	**47%**	**4**
time from kickoff to go-live	self-service resolution rate	languages with full self-service and live support

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CHALLENGE
Scaling support and operations as a fast-growing mobility brand

A provider of on-demand electric scooters and e-bikes, Hoppy has become one of the fastest-growing mobility brands in Europe. Hoppy partnered with global mobility platform Joyride to provide a custom application alongside fleet management but the operator was still faced with the challenge of scaling customer support efficiently alongside the rest of the business.

Hoppy's support requests increased alongside ridership. Common time-consuming requests such as customer challenges with starting and ending a ride or parking became more burdensome on the team and operations.

Hoppy needed a support solution that integrated seamlessly with the Joyride platform; the backend able to work effortlessly with the application and internal processes, and provide effective automation on the frontend for customers. The level of resources needed to both support the business, as well as the time & effort needed to implement a support solution, was a growing concern for Hoppy's leadership.

"The Joyride-Mavenoid integration provides a huge value-add for our mobility partners. With seamless access within Joyride's platform, our customers can barely lift a finger and get cost-saving support automation live almost instantly."

VINCE CIFANI
Joyride Founder & CEO

SOLUTION
Effective, 24/7, multi-language automated support in under a month
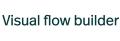
Explaining their internal needs to Joyride for seamless integration alongside resource constraints, Hoppy also had to cater to their customers with around-the-clock support in 4 different languages. Speed was of essence.

Luckily, via Joyride's direct integration with Mavenoid, Hoppy could check all of their boxes. By simply pasting a Mavenoid URL into the admin section of the Joyride app, an AI-powered product assistant becomes directly available within the application's Help Desk.

From kickoff to go-live, Hoppy was able to have automated sef-service support directly in their Joyride application in less than 24 days.

Addressing the most common support issues – such as starting and ending rides, parking, questions around cost, and how-to guides – Hoppy users self-resolve 47% of support inquiries using Mavenoid, a huge time and cost burden off of the Hoppy Team.

Visual flow builder	Multi-language support	Live agent support	Natural language understanding

Key features implemented

☑ **Joyride + Mavenoid integration**
A direct integration between Joyride and Mavenoid allows for easy setup, seamless communication, and quick deployment of Mavenoid within the Joyride platform.

☑ **Live agent support**
In-depth insights into clients' problems, user searches, product gaps, self-service flows efficiency, etc., enabling the live agent to get a complete picture of the client's needs.

☑ **Multi-language support**
Both the automated product assistant and live support are offered in the customer's preferred language.

☑ **Natural language understanding**
Advanced semantic search allows customers to explain problems in their own words. The system interprets their intent and guides them to the right content.

Learn how Joyride's platform can help you seamlessly scale your mobility business

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