

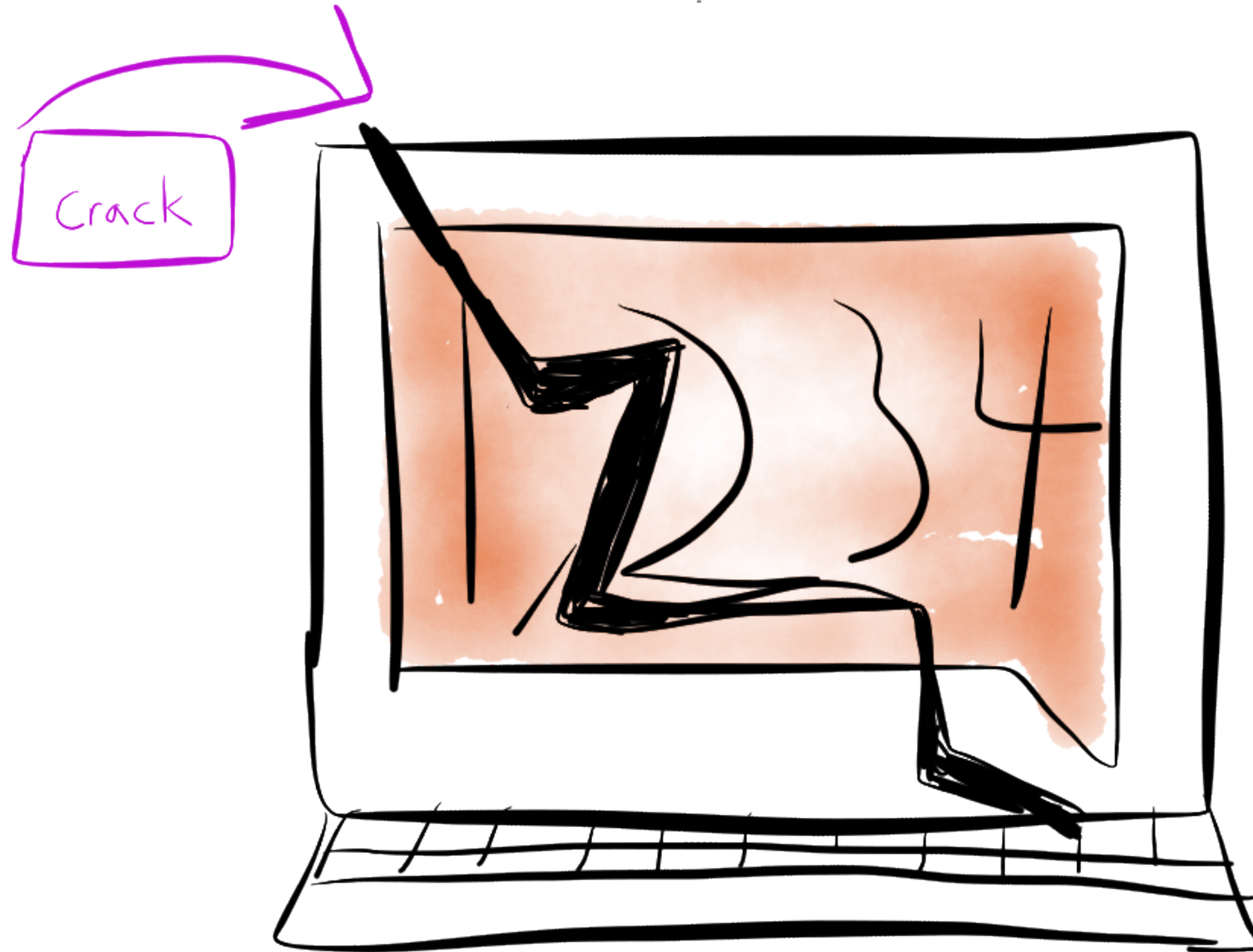
1



Groove

Groove is a Simple Help Desk that lets you and your team to deliver awesome, personal support to every customer.

2



Here's the problem: as your small business grows, relying on your email inbox to manage support gets tough.

3

Did You Get
My Request?

Hello?

Is anyone
there?

You can't collaborate with your team, and your customer's requests begin to slip through the cracks.

4



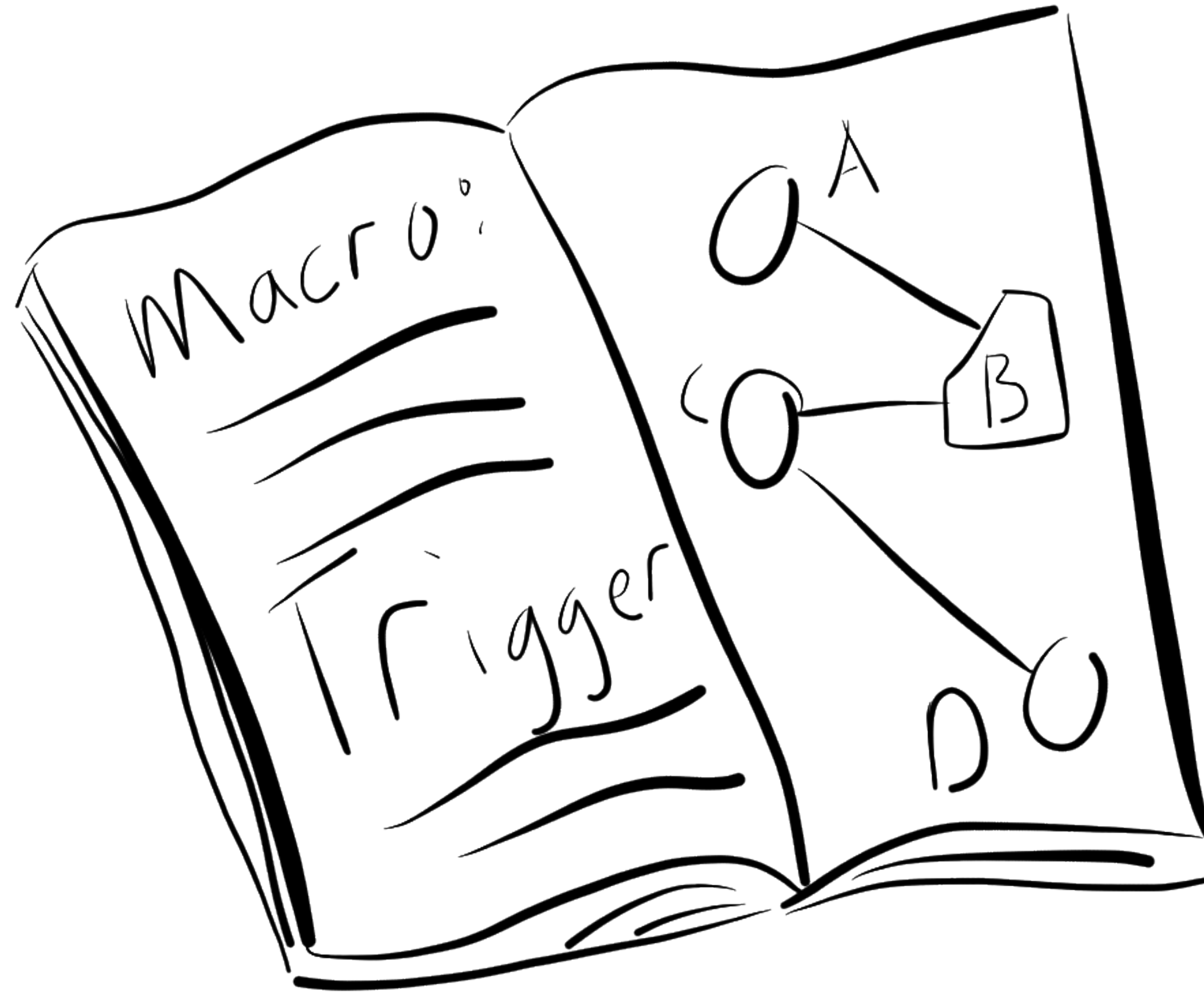
So you switch to a “real” helpdesk. But most helpdesks are way too complicated.

A rectangular area with a solid brown background. Inside, the words "Help Desk Manual" are written in a large, black, cursive font. Below this, the text "~20th Edition~" is written in a smaller, black, cursive font, flanked by tilde symbols.

Help Desk
Manual
~20th Edition~

They're packed with tons of features that you'll never use, and their complexity means that you

6

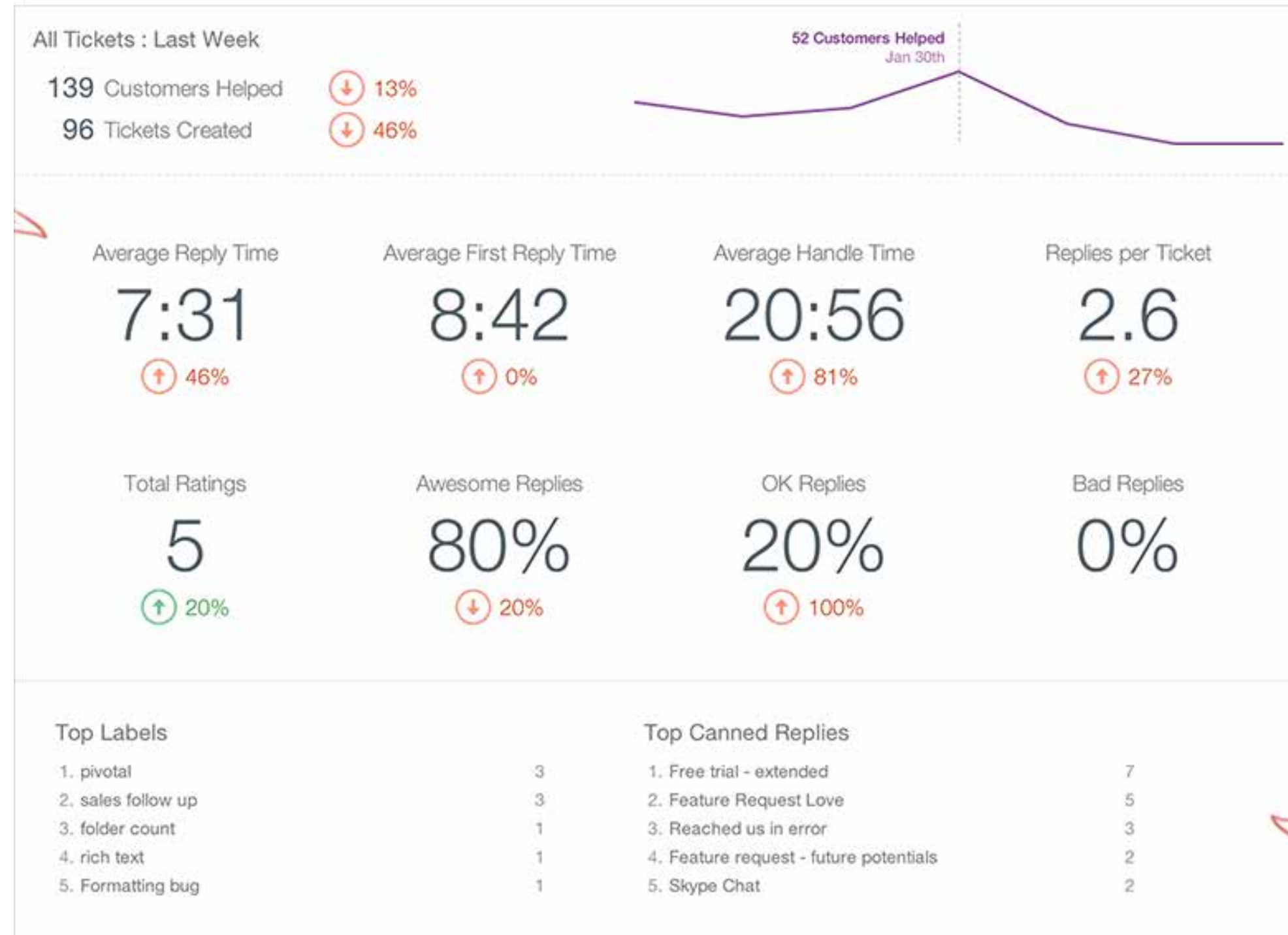


spend more time setting up and figuring out Macros and triggers than you do working on your business. That's not okay either.



Groove

And that's why we built Groove.



When a ticket matches **Any** of the following:

Channel	is	Twitter	🗑️
Channel	is	Facebook	🗑️

ADD CONDITION

Then **Assign to Group** **Team Social**

ADD ACTION

We were tired of trying to keep up with Gmail, and we were struggling with the complexity of our helpdesk.

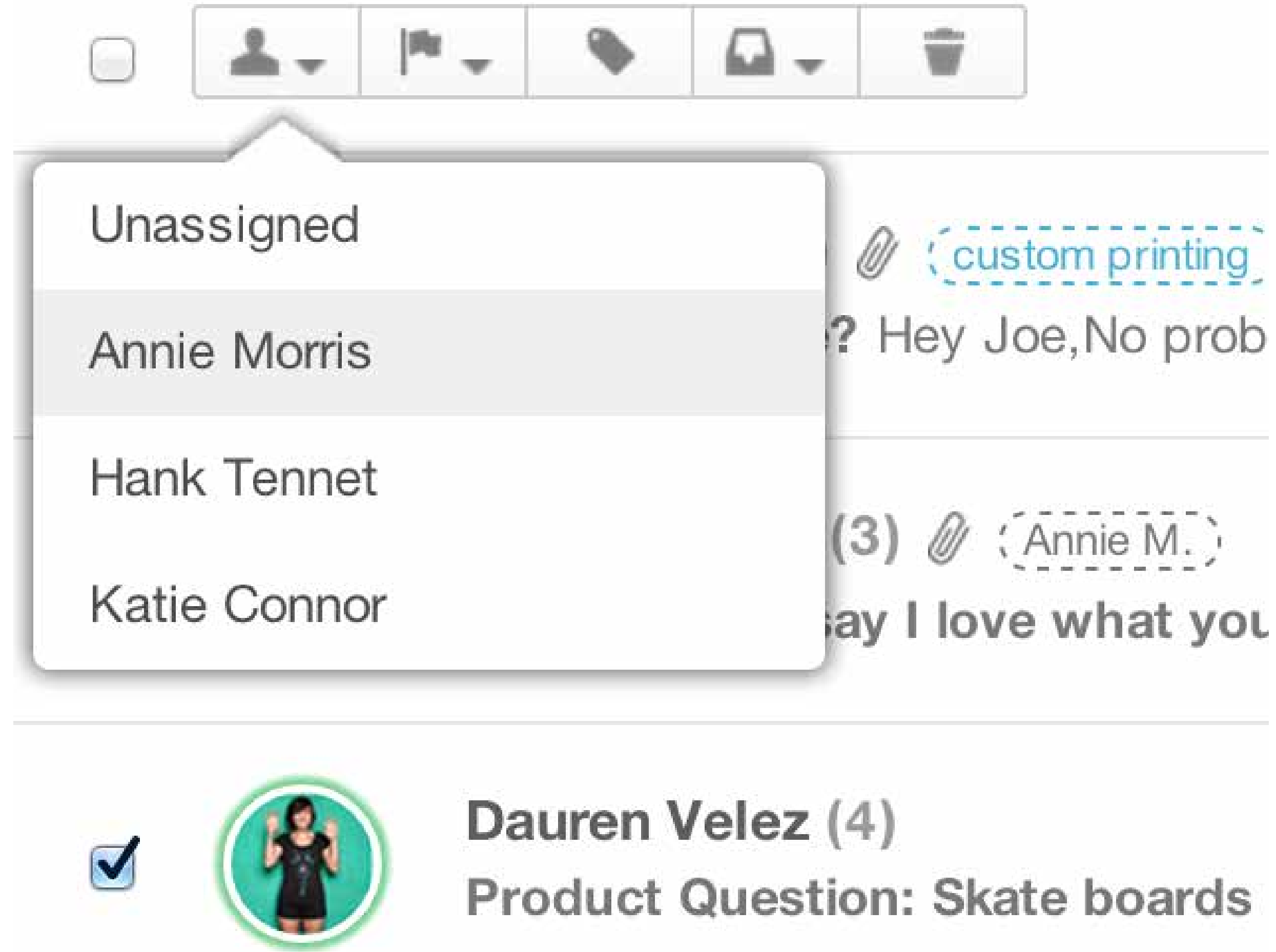
A screenshot of a Groove interface. At the top, there is a toolbar with icons for user selection, flagging, tagging, and deleting. A dropdown menu is open, listing the following options: Unassigned, Annie Morris (highlighted), Hank Tennet, and Katie Connor. In the background, there are two messages: one from 'custom printing' with the text '? Hey Joe, No prob' and another from 'Annie M.' with the text '(3) ... say I love what you'.

A task card for **Dauren Velez (4)** with the title **Product Question: Skate boards**. The card includes a checkmark icon and a circular profile picture of Dauren Velez.

A sidebar titled **Recent Activity** showing a list of recent actions:

- Joe Avella replied to you re: Ticket #47
- You replied to Joe Avella re: Ticket #47
- You took ownership of Ticket #47
- Hank Tennet replied to Notifications re: Ticket #84
- Hank Tennet replied to Notifications re: Ticket #83

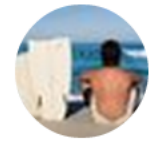
Groove is as simple as email, while making it easy to work together with your growing team:



The screenshot shows a support ticket interface. At the top, there is a toolbar with icons for user selection, flagging, tagging, locking, and deleting. A dropdown menu is open, listing four options: "Unassigned", "Annie Morris", "Hank Tennet", and "Katie Connor". The "Annie Morris" option is currently selected. Below the dropdown, there are two message entries. The first message is from "Annie Morris" and says "Hey Joe, No prob". The second message is from "Annie M." and says "I love what you". Below the messages, there is a section for "Dauren Velez (4)" with a checkmark icon and a profile picture, and the subject "Product Question: Skate boards".

- Assign support messages to coworkersv

1 1 OPEN Hank T. Unassigned Low #21



Broken in transit :(
Ken Budlong

May 20th at 05:13pm

I know it's UPS's fault, but my board arrived busted. I've attached a photo to prove it. I'm so sad in the sand :(



broken_board.jpg

OPEN Katie C. Unassigned Low #16



You sent me the wrong board!
Sherry Blossbaum

May 20th at 02:33pm

Hi Guys,

I was so excited to receive my new Cherry Blossom Board when I opened the package to reveal a board with CLOUDS on it instead! The clouds are nice, but not what I wanted. My nickname is Cherry Blossom :(

How can we get me the right board?

Sherry

Hank Tennet
@Katie Let's see if we have this in the warehouse to send the replacement ASAP
May 20th at 02:39pm



Has my surf board shipped?
Luis Ramirez

May 20th at 04:40pm

Hey Guys,

Has my surf board shipped? I'm so excited!

Katie Connor
@Katie Can you check with warehouse?
May 20th at 08:40pm



Hank Tennet

May 20th at 08:52pm

No need, It's definitely shipped. From the tracking info it looks like it might be returned to sender

Reply Add Note Forward
Filed claim with UPS, order #42851
Assign to: Any Hank Tennet SUBMIT AS OPEN

- Add private notes

Recent Activity



[Joe Avella](#) replied to [you](#) re: Ticket #47



[You](#) replied to [Joe Avella](#) re: Ticket #47



[You](#) took ownership of Ticket #47





[Hank Tennet](#) replied to [Notifications](#) re: Ticket #84



[Hank Tennet](#) replied to [Notifications](#) re: Ticket #83

- See who's replying to what

When a ticket matches **Any** of the following:

Channel	is	Twitter	
Channel	is	Facebook	

ADD CONDITION

Then

Assign to Group	Team Social
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ADD ACTION

- Automate your workflow with easy-to-setup rules and labels



Facebook

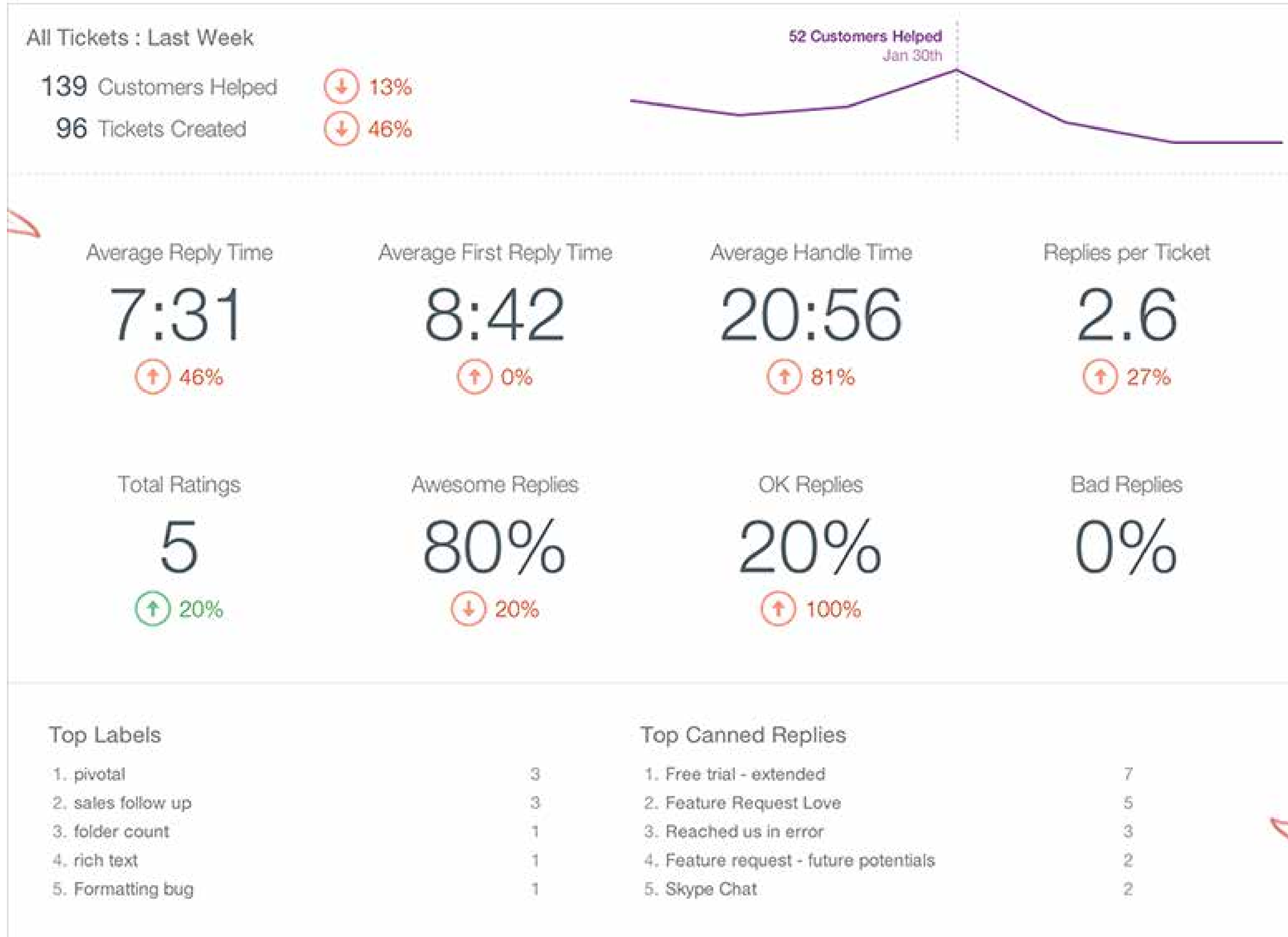
Turn Facebook posts on your timeline into tickets and respond to customers from your Groove dashboard.



Twitter

Turn Tweets into tickets and respond to customers from your Groove dashboard.

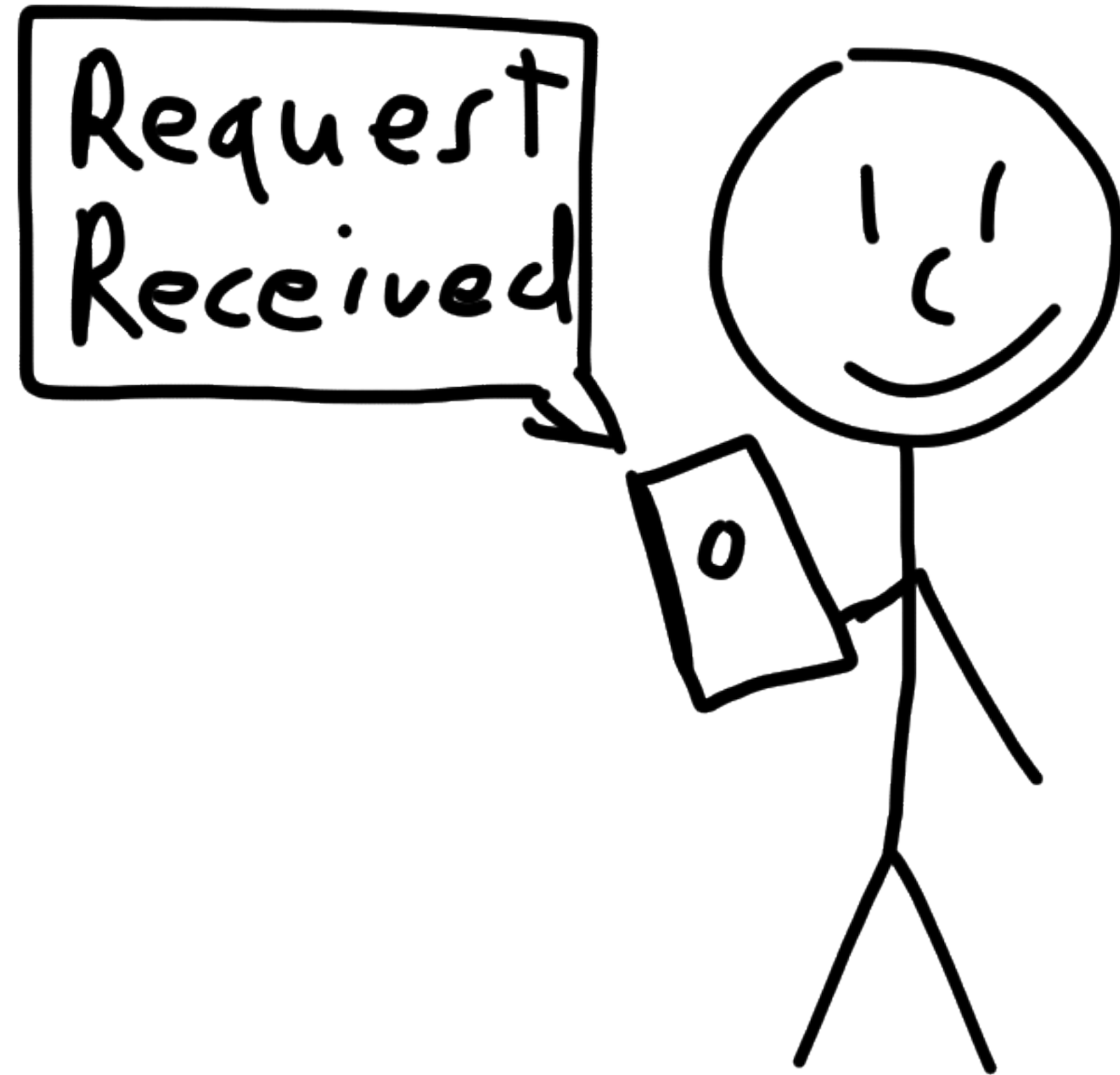
- Capture emails, Tweets and Facebook posts all in one place.



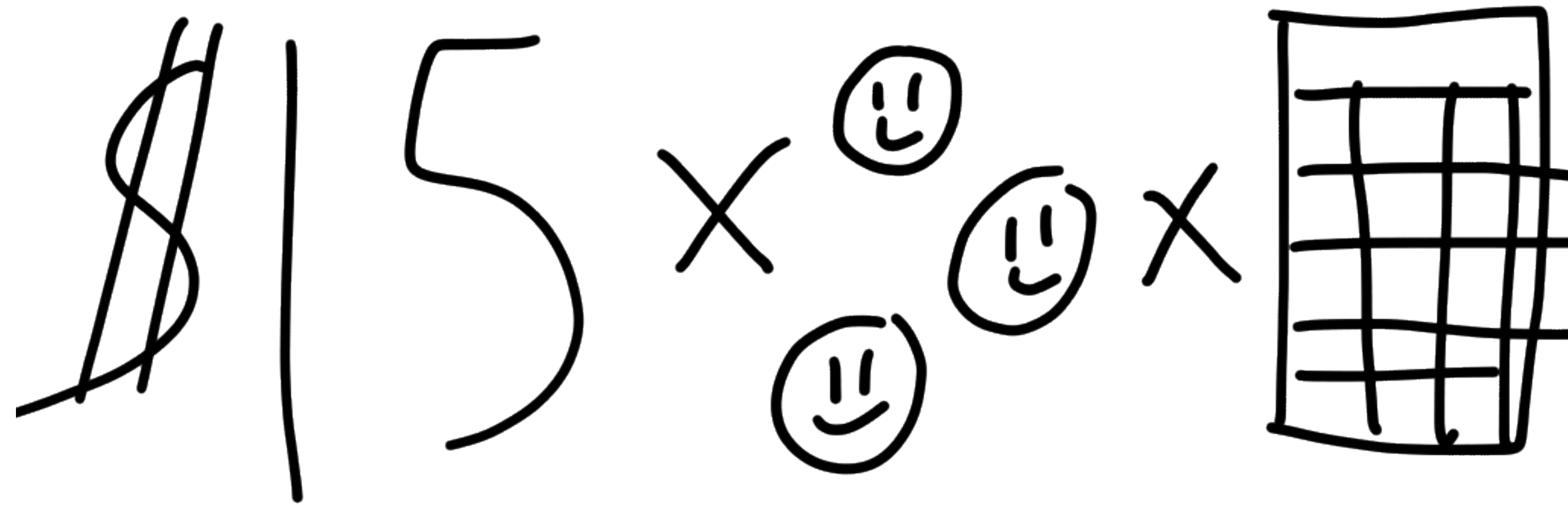
- And track everything. [show trends]



When a customer emails you, you'll see everything you need to know about them to deliver personalized support without having to search.



And it feels just like email to your customers. They never have to log in or become a “ticket number”



The price is simple: just \$15 per agent per month, with no limit to how many customers you serve.

Extras

Knowledge
Base

chat

- Plus, you can choose from more than a dozen free extras to expand your helpdesk [show that page], or premium add-ons like Knowledge Base and Live Chat as you grow.



Groove

Try Groove today!

groovehq.com

Sign up for a free 14-day trial.

It takes just three minutes to set up your Groove mailbox, and then you'll be delivering awesome, personal support to your customers.

[alt: that leaves you with 13 days, 23 hours and 55 minutes to deliver awesome, personal support to your customers.]

Running a small businesses is hard enough. You don't have time for a complicated helpdesk.

Join more than 2,000 customers and sign up for Groove now.