

Quest Software's confidence in Maven depended on one thing: High customer satisfaction.



50%

Autonomous Resolution Threshold

21k+

New Cases Scoped for Phase II

4

Expanded Workstreams

INTRODUCTION

For Quest Software, customer satisfaction isn't a metric, it's a core part of the company's culture and commitment to customers. Their enterprise IT customers manage critical infrastructure, and when they need support, they need it to be fast, accurate, and trustworthy. That customer-first mindset shaped Quest's approach to deploying AI in their Services from day one.

When Quest deployed AskQ, an AI agent built on Maven AGI, the question wasn't how many tickets it could deflect, it was whether every interaction would meet the standard level of customer satisfaction that Quest demands. As AskQ proved it could deliver that quality consistently, Quest expanded its scope: first with an initial target of 30% to approximately 50% autonomous resolution, then into new ticket categories.

This is the story of how customer satisfaction drove every result.

THE BAR

Quest's Customers are the number one priority.

Delivering exceptional customer support is the foundation of everything Quest does. Trusted data for AI, database operations, identity security, and migrations put Quest Software at the center of IT operations for thousands of global enterprise customers. It's a responsibility that Quest takes seriously.

When Quest evaluated AI for support, the question wasn't "can it deflect tickets," it was "can it deliver an interaction our customers will be genuinely glad they had."

WHAT QUEST ASKED FOR

A 30% deflection floor was a starting point.

Quest's commitment to customer satisfaction shaped the engagement with Maven AGI. Together we set an initial goal of 30% Quest Deflection Rate within the first 12 months. AskQ, Quest's branded AI agent, would be measured on the share of eligible support interactions it could fully resolve, delivering real answers to real customers without any subsequent human-agent touch.

Both sides agreed that the 30% goal was the starting point, not the end goal. For Quest, success depended on ensuring every AI-resolved case met the company's high standard for customer support quality. If a customer received an answer from AskQ and didn't return to a human agent within six hours, that was Quest's proof that the interaction had genuinely served them.

That strict resolution definition was intentional and reflected Quest's broader commitment to customer satisfaction. These results are reviewed at the executive level because maintaining a high-quality customer experience matters as much as driving operational efficiency.

THE RESULT

~50% autonomous resolution with improved customer experience

AskQ cleared the Year-1 performance floor inside its first operational window, reaching approximately 50% autonomous resolution. More importantly, Quest customers were receiving fast, accurate and complete answers, while maintaining the high standard of support experience Quest demands.

What Quest saw as Phase I progressed:

- Roughly 30,000 customers per year getting immediate support with no wait time
- Approximately 85 customers receiving instant, high-quality answers every business day
- Faster issue resolution through accurate responses delivered in minutes,
- Resolved cases stayed resolved, customers got their answers and didn't need to come back

That last point matters most for customer satisfaction. A resolution only counts as a real resolution if the customer doesn't need to come back. The stickiness of AskQ's answers was proof that Quest's customer satisfaction standards were being met, and that customers were truly served.

QUEST CONTINUES TO RAISE THE BAR

What it means for the customer experience.

When an AI agent consistently delivers quality, customer satisfaction doesn't just hold, it improves. The customer who needs a license key reissued at 9 AM gets an instant answer instead of waiting in a queue. The IT admin troubleshooting an account configuration gets resolution in minutes, not hours.

At the same time, Quest's support teams can focus their expertise on the complex, judgment-intensive work that benefits from human insight and judgement. The result is a support experience that works better for every customer, every time.

It's also a story about scaling customer support without compromising quality. As Quest grows, support demand grows with it. With AskQ, Quest can support more customers efficiently without ever compromising the quality those customers expect. Growth and satisfaction no longer pull in opposite directions, they move together.

WHAT QUEST IS BUILDING NEXT

Expansion driven by confidence in the interactions.

Phase II reflects Quest's confidence in the customer support AskQ delivers. As the team saw the quality of interactions firsthand, they expanded the scope. Starting with two ticket categories where speed and accuracy matter most to customers, and where Quest's bar for satisfaction is at its highest.

HOW IT WORKS

An enterprise AI agent that fits into the infrastructure Quest already runs.

AskQ was designed to protect the customer experience from day one. It connects to Quest's knowledge base and case retrieval system, beginning to deliver quality support immediately, no migration, no system replacement, no disruption to the customer experience.

