



Case: Immido & Spribe

24/7 L1 Support
for an iGaming Industry Leader



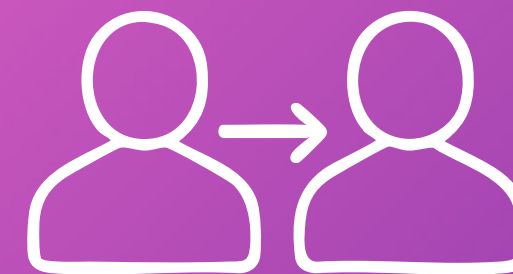
In the dynamic **iGaming** industry, the speed and quality of support become a **competitive advantage**.

Key Services



24/7 First-Line Technical Support (B2B):

handling requests from casinos and aggregators related to integrations, internal services, and any game-related issues for products developed by the Client.



Escalation of complex cases to the second-line support team:

clear division of responsibilities and prompt escalation of technical incidents.



Creation and maintenance of documentation:

developing manuals to ensure convenient and effective use of the Client's services.

About Immido

Immido is a trusted partner in staff outsourcing, operating 24/7 to support international clients with high-quality communication and consistent business processes.



Client: Spribe

Spribe is an international tech company known for its innovations in iGaming, particularly the Aviator game. It is one of the leaders in the online casino market.



Objective of the Partnership

In the **iGaming sector**, it is critical to ensure:



Continuous availability of games



Fast response to partner requests



Constant technical support for global clients

Spribe was looking for a partner capable of delivering scalable, flexible, and efficient **L1 support** that meets the high standards of the industry.



Our Solution



24/7 handling of casino and aggregator requests:

assistance with internal services, consultations on game-related issues, and escalation of complex requests requiring deeper technical analysis.



Development and updating of internal documentation:

continuous improvement of internal knowledge bases to support staff development and deeper engagement with client workflows.



Stable team:

most specialists work long-term, ensuring high service quality and deep understanding of the client's processes.



Performance support:

we independently scale the team during peak periods to maintain consistent service levels.



High standards

We understand that first-line support is the face of Spribe, so our team is always focused on high communication standards and rapid response times.

Tools Used



Jira, Slack –
request and incident management.



Confluence –
knowledge base.



Back Office Spribe –
database work and system monitoring.

SPRIBE • API Documentation

FREEBET API REFERENCE

Information

Add

Cancel

Round Information

Round Details

Get Round Details

Request

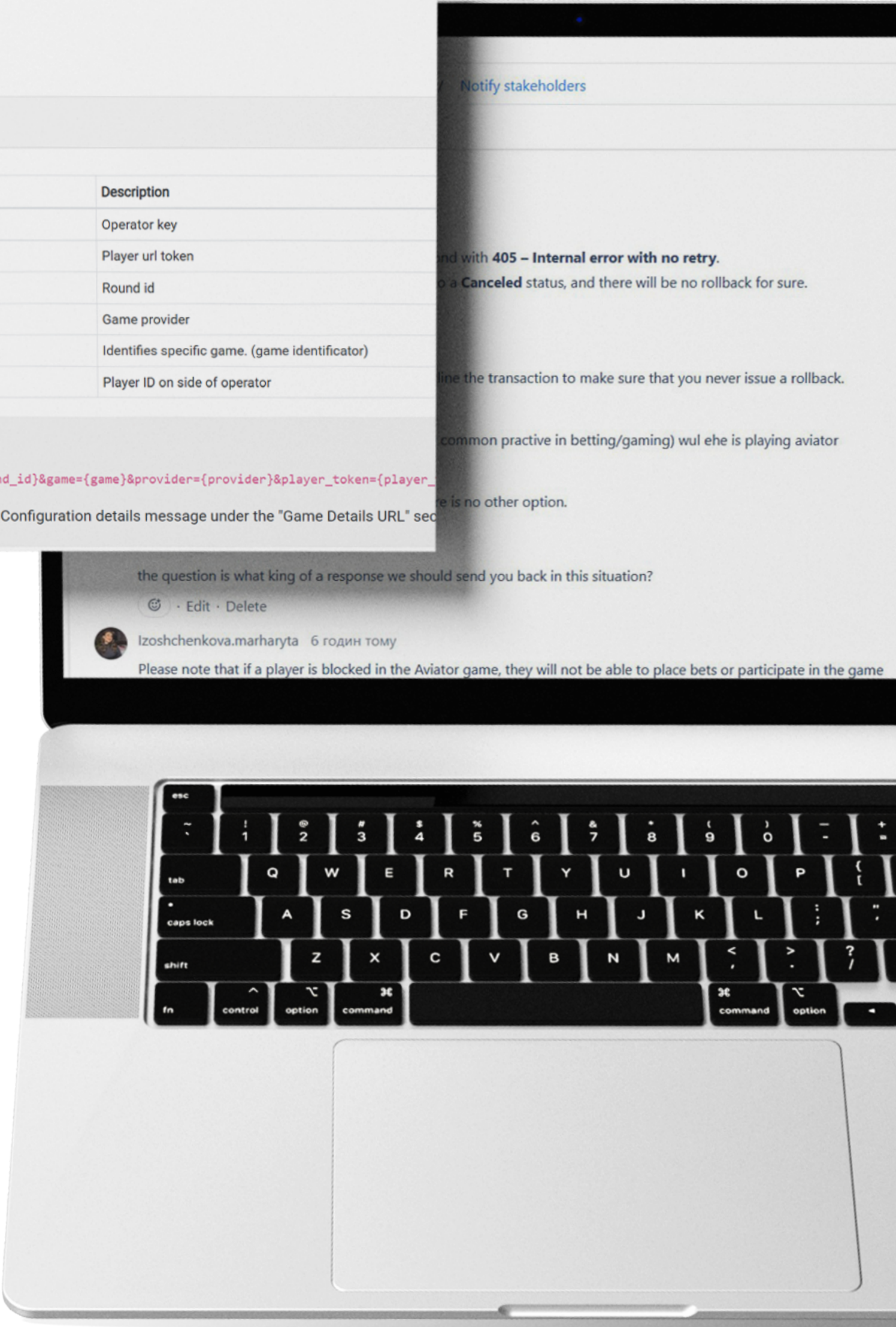
Parameters

Parameter	Type	Description
operator	string	Operator key
player_token	string	Player url token
round_id	string	Round id
provider	string	Game provider
game	string [game enum]	Identifies specific game. (game identifier)
op_player_id	string	Player ID on side of operator

URL Structure

https://{game-details-url}?round_id={round_id}&game={game}&provider={provider}&player_token={player_

The {game-details-url} can be found in the Configuration details message under the "Game Details URL" sec



Work Approach

Handling all requests in accordance with the SLA set by the client

first response – within **15 minutes**;
resolution of simple queries – within **1 hour**.

Clear distinction between L1 and L2 responsibilities

Flexibility and adaptability to changes in workload

High team stability that grows together with the client

Collaboration Results

3300+

Average number of requests/month
(handled by Immido L1 team)

up to **15** 
minutes

First response time

up to **1** 
hour

Resolution of simple requests



Team stability:
extremely low turnover



Conclusion

The collaboration with **Immido** enabled **Spribe** to:

- Ensure uninterrupted **24/7 support**
- Significantly **reduce the load** on internal teams
- Improve partner **service quality**
- **Scale support operations** along with business growth

Immido remains a reliable support partner for **Spribe** – the first to respond to client requests and consistently delivering a high level of service under any conditions.