

CLIENT

Client is the world's #1 golf simulator specializing in developing innovative golf technologies.

- Absence of a live chat team to engage and inform online visitors
- Difficulty in acquiring consumer credentials
- Getting information regarding specific needs of the customer

PROJECT DESCRIPTION

The client was looking for a live chat partner to engage with their online visitors and offering them:

- Specific answers to queries
- Responding to sales inquiries
- Technical troubleshooting

Support Focus: Inquiries, Customer Service, Sales, Tech Support
Geographical Coverage: Global
Language: English

KGISL EDGE

- 24 x 7 Support
- Analytics driven teams to drive optimal performance while maintaining complete operational compliance
- Quality Assurance
- ISO 9001:2015 & PCI-DSS complaint processes & infrastructure
- 100% outcome based pricing models

BENEFITS OBTAINED

- Fast implementation (go-live in 2 weeks)
- Increased productivity & profitability
- Customer retention
- From 70% quality assurance to 95%

80000
Chats/
Year

Sales to
Chats
12.64%

AHT
12 minutes

Increased
Quality
Scores from
70% to 95%