

CASE STUDY

INSURANCE, TRAVEL BOOKING PORTAL & FOOD RETAIL CHAIN

Problem Statement

- Drop in sales
- Customer unable to process / complete transaction
- Customer moving to competition
- Reduce cost of acquisition

30% 95% 15%

Sales
Conversion

Leads called
within 60 seconds

Customer
Experience

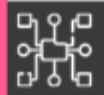
Problem Scope

Ensure customer completes transaction on client portal and does not move away to competition. Close on leads generated from web portal.

Our Solution



API integration: Immediate transfer of customers who have searched / dropped out from booking website



Dialer integration: Outbound calling enabled within 1 minute of customer data received