

Being obsessed with
CX and delivering
memorable experiences.

Our Values

Creativity

Transparency

Action

Wow
Experience

Hunger for
Greatness

Why **Choose Us**

Our values

100% client
retention rate

Deep
understanding
of western
etiquettes





RVshare is a leading peer to peer platform which connects RV Renters with RV owners. As a marketplace, we at Chat Pandas, help ensure thousands of renters enjoy their adventurous trips every month.

RVshare were initially outsourced to a different BPO and wanted to change. The reasons were that the agents at that time were only able to do basic trouble shooting and had no knowledge of CRM's, case work or technical support. After reviewing several companies, RVshare LLC signed with us in December 2019.

We started working to deliver basic support, which rapidly changed with COVID19, changing the travel and tourism landscape. We now run and mirror every department, from sales (generating new RV's on the website and bringing in \$M's per annum), disputes, damages, insurance, finance and much more up to Tier 3.

We run an omni channel system for RVshare, including email support, community, telephone, technical and call support.

We have helped develop protocols, define training, customer support strategies and a number of engaging integrations.

The logo for RVshare, featuring the word "RV" in a bold, dark blue font and "share" in a green font, both in a sans-serif typeface. The logo is positioned in the bottom left corner of the image, overlaid on a white rectangular background.

RVshare



NPS

Prior to starting with LCWW, RVshare was averaging a NPS of -32% and we have increased this by over 100%.

CSAT

Scores were raised from 35% to above 85% by the Chat Pandas.

Scaling Up

As a sector within the Travel and Tourism field, RVshare scale up in the summer months at times by over 100%. We have always delivered, whilst never losing our key focus on customer experience. We are proud to say that the management at RVshare constantly state that we are used as a benchmark for their internal team regarding cases closed, customer satisfaction, technical support and much more. It goes to show, that we deliver on our promise of being an extension of your team. We work hard to ensure that we CARE about your business and your customers.



“We’ve been working with the team at Chat Pandalas for nearly a year. During that time, they have helped us to improve our average speed of answer from nearly 10 minutes to less than 10 seconds. Our abandon rates have dropped from **30%** to less than **5%**.

Needless to say, we have been beyond thrilled with their performance and partnership. From management to the call center staff, our Chat Panda team feels like a natural extension of our in-house customer care department.”

Doug Tulumaris

(Chief Marketing Officer)



**CABINETS
TO GO**

Up to Tier 3 Support

Tier 1

Tier 1 support collects their requests, responds to basic queries and deal with general Q&A.

Tier 2

Our tier 2 support investigates elevated tickets & conducts root cause analysis.

Tier 3

Our tier 3 support is for customers who require to speak with managers which allows them to find resolutions.

T&D Strategy

We are proud to say that our training department is run by CELTA qualified trainers who have a number of years spent abroad in either the US or Europe. This ensures that they understand what/how customer service should be delivered.

- Client Meeting to understand your expectations

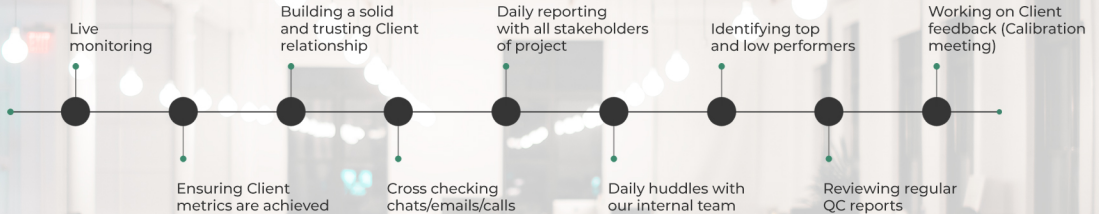
- Work with HR to ensure selected candidates have the ability to comprehend the modules

- Deep understanding of products/services even if vastly technical

- Ensure sign off after training delivered after a number of test chats/calls before agent will go live.

- Acquire/create modules for training inc FAQ's/Knowledge Bank on cloud - Confluence

Supervisors Strategy



QA Strategy

- Client Meeting to understand your expectations

- Work with HR to ensure selected candidates have the ability to comprehend the modules

- Deep understanding of products/services even if vastly technical

- Ensure sign off after training delivered after a number of test chats/calls before agent will go live.

- Acquire/create modules for training inc FAQ's/Knowledge Bank on cloud - Confluence

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