



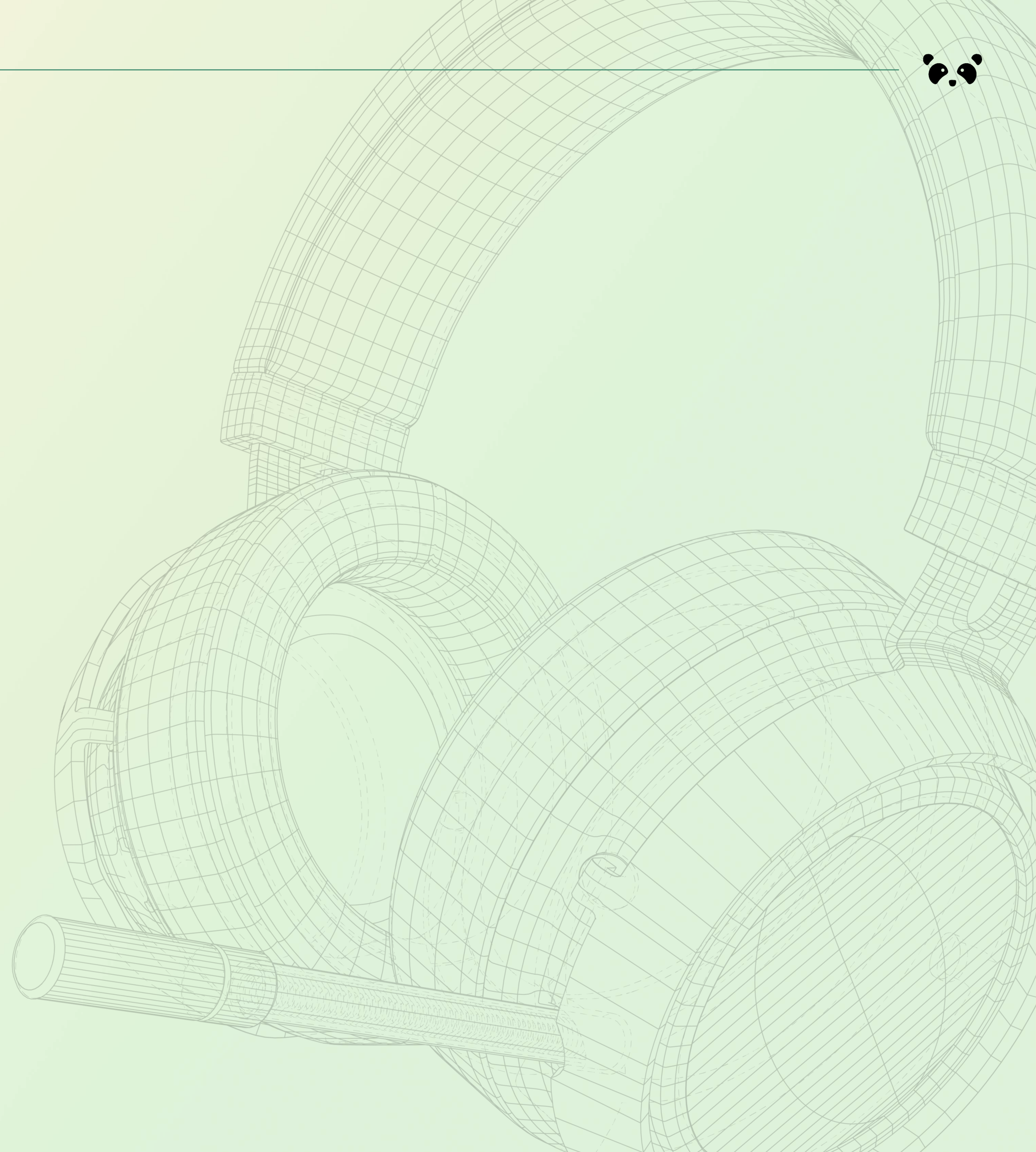
Grow Sales.
Save Time.
Improve CX.
Build Your Brand.

Our Mission

Delivering Happiness Globally

Seeing every interaction as an opportunity to spread happiness.

[https://
chatpandas.com](https://chatpandas.com)





So Why Choose Us?

Deep knowledge
regarding Western
etiquettes

Our values that
guide us

Our powerful
client relationships

100% client retention
rate made possible by
an excellent team



RVshare

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.



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Doug Tulumaris

(Chief Marketing Officer)

“We’ve been working with the team at Chat Pandas 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.”

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CABINETS WOW
TO GO FOR
LESS.



Up to Tier 3 Support

Tier 1 support collects their requests, responds to basic queries and conducts basic troubleshooting.

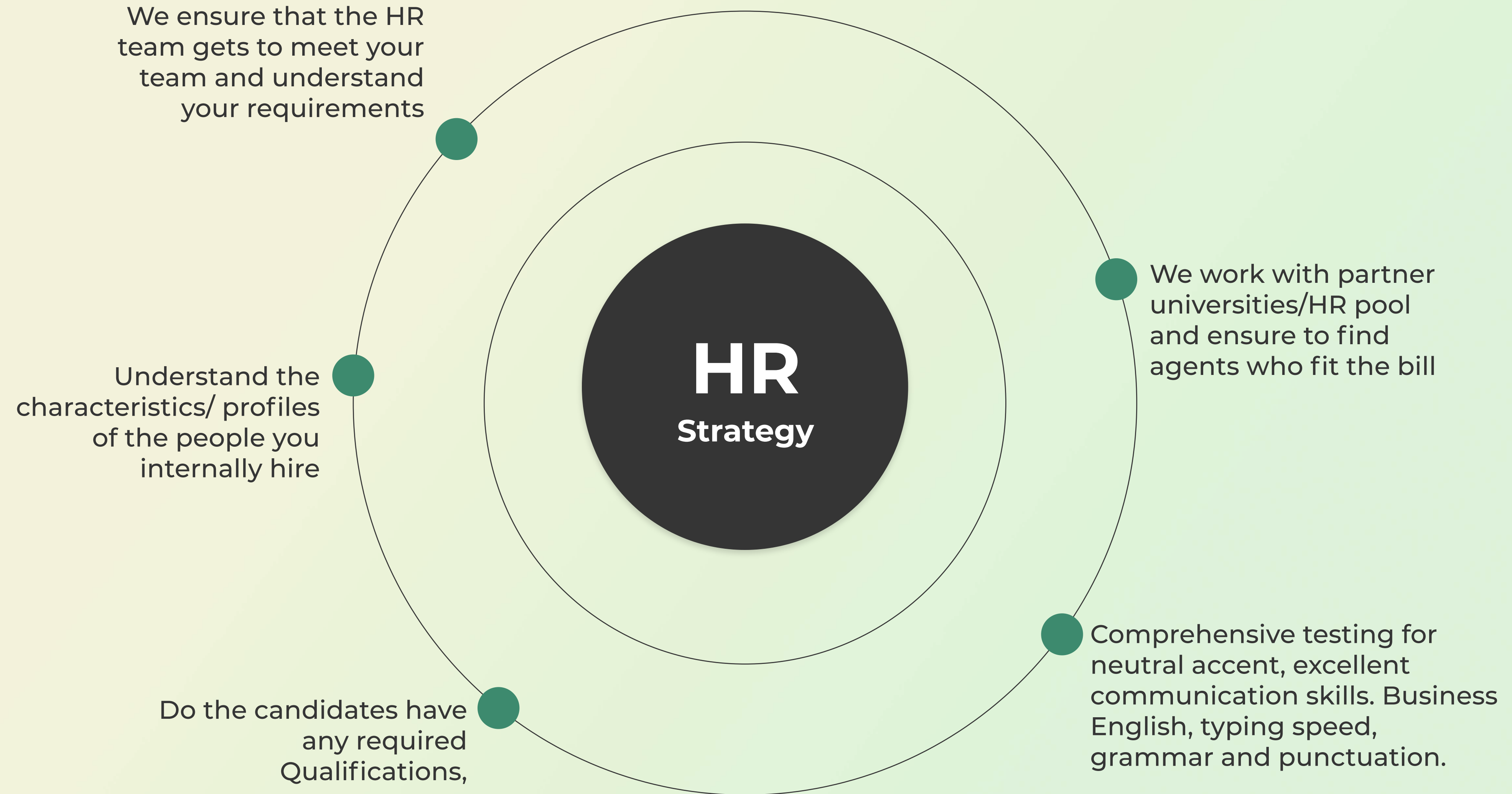
Tier 1

Our tier 2 support investigates elevated tickets, conducts root- cause analysis, generally including queries which are too complex for level 1 support.

Tier 2

Our tier 3 support keeps the bar high – technicians and experts who know your product inside out. Swift and amicable resolutions translate into higher CSAT scores.

Tier 3





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

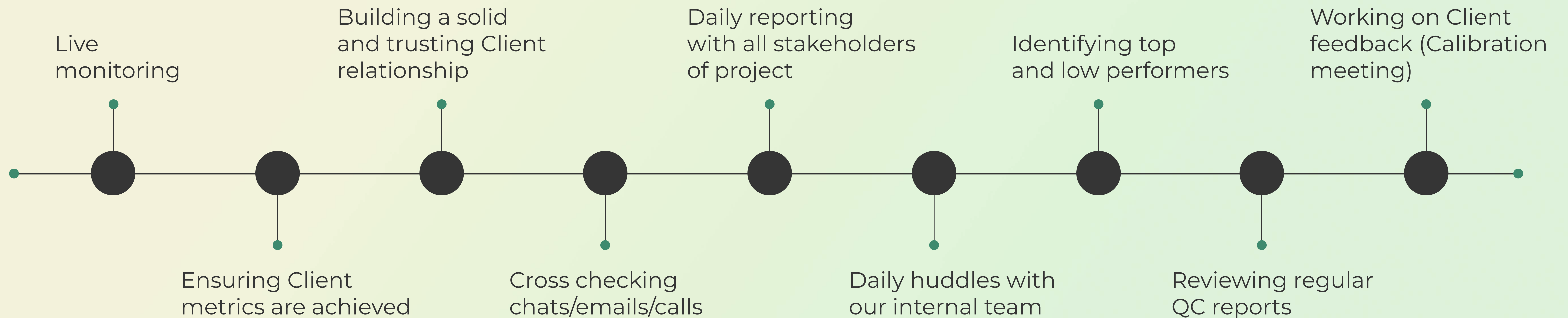
● Deep understanding of products/services even if vastly technical

● 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

- Understanding the product in detail (Attending client led training)
- Nominated QA agent trained by the training department
- Establishing the Service level as required by Client
- Establishing Client Customer Experience requirements
- Understanding Client QA protocols (if in place) | Advisory on relevant protocols
- Designing the QA evaluation sheet
- Test evaluations, share report and feedback before going live



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