

## WhosOn™ Track - Chat - Engage



Sector	Security systems
Requirement	To overhaul customer communications with a multi-functional live chat solution
Solution	A feature-rich live chat platform that enhanced service, resource allocation and digital ROI

### Bringing Schneider Electric closer to their customers

Schneider Electric is a world leader in the design, development, and manufacture of video security systems. Housing over 170,000 employees and serving customers in over 100 countries, the company's next challenge was to revamp its customer communications.

### The results

Pelco (by Schneider Electric) needed a live chat solution that went beyond dialogue exchange. Firstly, it needed to better manage customer requests and free up valuable technician time. Secondly, it needed to improve inter-departmental efficiency and detect sales and technical support trends. Finally, it needed to offer quality post-sales support and training.

WhosOn met and exceeded those needs. Before WhosOn, live chat accounted for less than 1% of Pelco's customer service requests. This figure



The technical support from Parker Software is phenomenal. They have proven time and again that they care even after a sale.

Schneider Electric



has already grown to 10%, a trend expected to continue. Call wait times have been reduced across the board, and customer satisfaction is at an all-time high.

By analysing communication trends and offering seamless systems integrations, Pelco is now able to take a proactive approach to product development, customer assistance and employee training. Now, the only thing left for the business is "to start using more of the untapped potential of this extremely robust chat client."



We're bringing your business closer to your customers

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## Turning website visitors into new customers

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