



WESLEYAN
we are all about you



Sector	Financial services
Requirement	To streamline and improve the processing of data via web forms
Solution	A secure data parser that joins the dots between online support requests, employees and CRM records

Bringing Wesleyan closer to their customers

Wesleyan is a leading provider of tailored financial services to select professional groups. With a 170 year heritage of insight and performance, Wesleyan prides itself on delivering forward-thinking customer care. Behind the scenes, ThinkAutomation is part of that customer service excellence.

The results

Wesleyan was looking to maintain high customer services levels. As part of that mission, client information submitted via web forms needed to be processed more efficiently – an effortless task for ThinkAutomation.

Our software takes information submitted into online forms and parses it in real-time. It instantly connects with Wesleyan's database to authenticate details and retrieve further relevant information. In moments, this information is

added to the original ticket and issued to the specific customer account manager.

The impact is substantial. Not only does no communication go unseen, each request is automatically sent to the relevant employee to increase first contact resolutions and response times. Those employees have the key insights into the specific client they need to handle the enquiry, without scouring the database. With the issue of automated messages to clients whenever a new message awaits them, customers are kept equally informed. Plus, all this comes with peace of mind. A water-tight web portal is used to view correspondence, keeping data and account details entirely secure.



We're bringing your business closer to your customers

Also available...

WhosOn™

Track - Chat - Engage

Real time engagement with customers

WhosOn is a real-time engagement solution like no other. It's not just live chat. It's not just a support service. It's not just an analytics tool. It's all those combined and more, and it's currently helping over 10,000 businesses in 100 countries find a better way to engage with their website visitors.

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Prospect Agent™

Quality Real-Time Sales Leads

Turning website visitors into new customers

ProspectAgent is the ultimate lead generation tool. By pinpointing and profiling your website visitors, ProspectAgent turns hidden leads into new customers. Not only do we reveal the real people and companies behind your clicks, we conduct real-time research to give you instant customer profiles. With ProspectAgent, you'll never lose leads again.



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