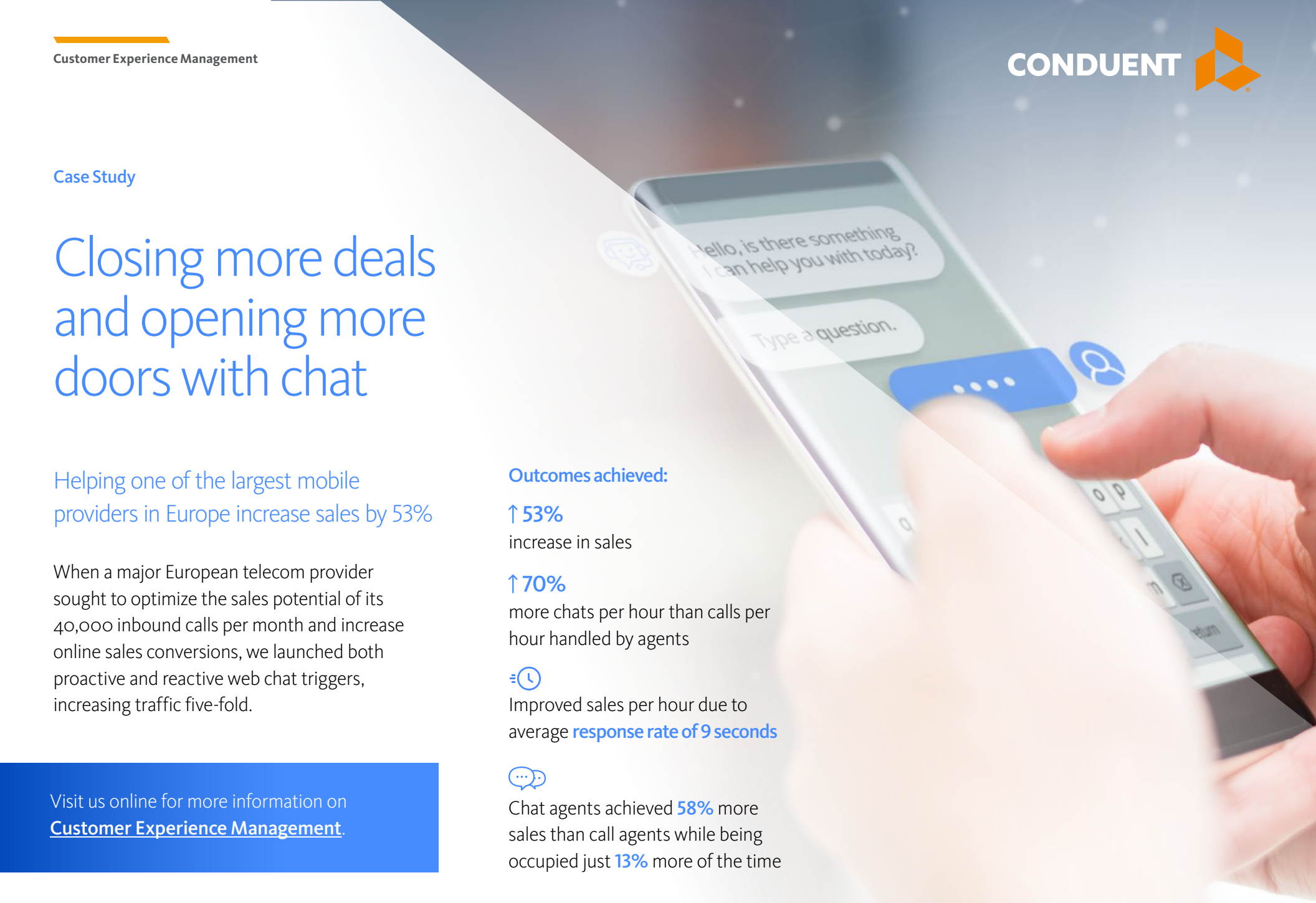
CONDUENT

Case Study

Closing more deals and opening more doors with chat



Helping one of the largest mobile providers in Europe increase sales by 53%

When a major European telecom provider sought to optimize the sales potential of its 40,000 inbound calls per month and increase online sales conversions, we launched both proactive and reactive web chat triggers, increasing traffic five-fold.

Visit us online for more information on **Customer Experience Management**.

Outcomes achieved:

↑ 53%
increase in sales

↑ 70%
more chats per hour than calls per hour handled by agents

Improved sales per hour due to average **response rate of 9 seconds**

Chat agents achieved **58%** more sales than call agents while being occupied just **13%** more of the time

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