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OUR QUALITY EXPERIENCE

Our management team have worked on a wide variety of campaigns over the last 18 years with some outstanding results. You can be sure when you partner with OneChat that **we know quality in customer contact**

Working with one of the largest companies in the world, we are currently assisting them with contacting their Victorian and Tasmanian customer base and completing a Caterpillar Diagnostic of their equipment and details

SITUATION

The importance of such conversations if derived from their financial forecasting in future repairs, services and sales.

We provided this client an opportunity to benchmark our blended consultant solutions. The training and marketing departments of both organisations joined together to develop a tailored training program that could be facilitated to our new CAT team. It needed to include direct access to William Adams internal systems and an external knowledge base which was developed and implemented seamlessly.

SOLUTION

The solution required an identification check, tailored conversations and data cleansing on the equipment owned or financed.

All allocated CAT customers were contacted in what was Phase 1 of the operation. **QA analysis showed 100% accuracy on our data cleansing against a 99% target.**

OUTCOME

We also provide lead generation opportunities for the CAT / William Adams Sales Team for new product interest for outright purchasing and/or financial packages totalling tens of millions of dollars in sales opportunities.

The success of Phase 1 lead to an immediate uptake of Phase 2 which is currently underway. Phase 3 has now been confirmed as well as an invitation to continue the partnership into additional marketing activities and an implementation of the program nationally, Australia wide. This includes high end clients in the Mining industry.

100%
QA ACCURACY
ON DATA CLEANSING

YOU'RE PRETTY IMPRESSED...WHAT'S NEXT ?

Scott Allan- Director of Sales & Partnerships answers the question **“Why OneChat?”**



OneChat is acutely aware of and has experience in providing the right solutions in a timely and cost effective manner. Our overriding goal is to add value to our partners organisation and more importantly your customers through value added solutions that enhance the customer experience and provide positive ROI to your business.

Scott Allan, Director of Sales & Partnerships

OneChat will use our expertise to provide you with the outcomes that you and your customers desire.

If you would like to learn how OneChat can take your business customer contact to the next level, feel free to get in touch via my details below.

Regards

Scott Allan

Director of Sales & Partnerships

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