



WHITE OAK UK

WE'VE SEEN 30% MORE OPPORTUNITIES SINCE USING LIVE CHAT

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BUSINESS CHALLENGE: “While we saw a great deal of online traffic, the numbers of those calling or completing a web form were lower than we’d like. We wanted to increase new customers converting on our website, and provide support to existing customers who were contacting us out of business hours, or didn’t want to pick up the phone. So we trialled Live Chat.”

SOLUTION: “With Live Chat, anyone visiting our website can speak to a Moneypenny Receptionist 24/7. It’s vastly increased our level of service, giving website visitors confidence their enquiry is important to us and offers greater flexibility to our customers, many of whom find the regular 9-5 restrictive.”

RESULT: “Live Chat has been an excellent addition to our website. It’s been successful in shortening our customer journey, and has increased our new business opportunities by 30%. We now have peace of mind that we’re not missing out on new business or customer queries, whatever the time of day.”



Fully outsourced
Live Chat support



Busiest time of day is
between: 2 – 3pm



Most support is
needed on: **Tuesdays**



Talk to us about support for your calls and live chat.

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