

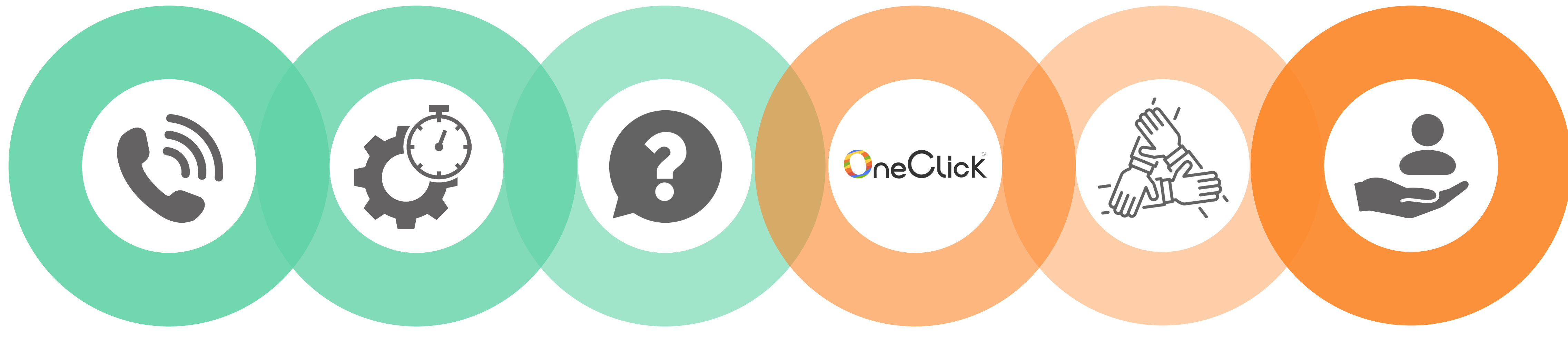


Helping OPPO to Digitally Transform Customer Engagement



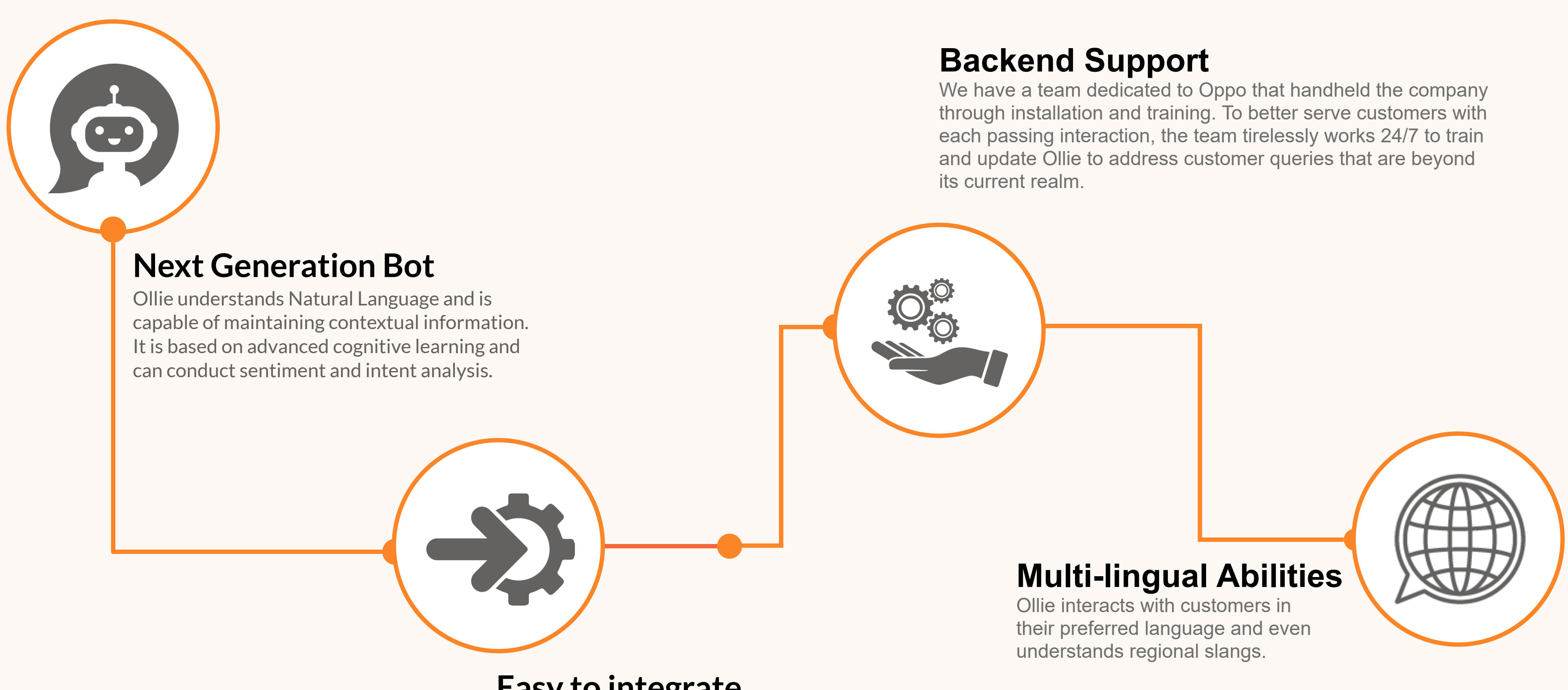
The

The Solution

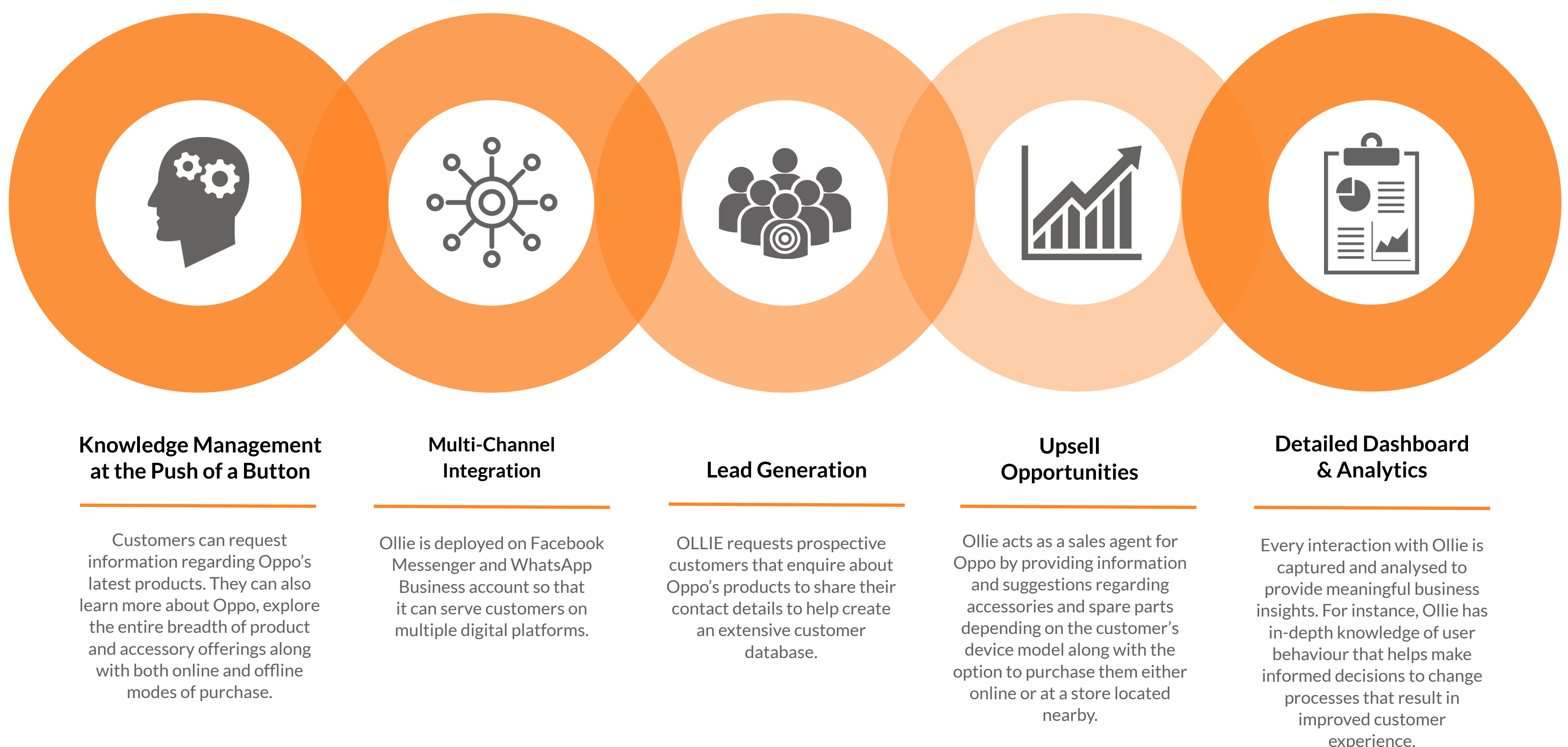


Erratic call volumes were impacting on the quality of customer care. OPPO needed a more efficient way of dealing with customer requests. The BIG QUESTION was how to improve customer engagement and optimize costs and resources? OPPO approached OneClick Technologies for help. OneClick collaborated dynamically with OPPO, using its AI enabled chatbot OneBot. Together we arrived at a customised solution that the team called OLLIE. OLLIE saved the day by reducing call volumes and resolution times, while improving customer satisfaction. This was all achieved at a fraction of the previously incurred costs.

Simplicity and the future of Chatbots



Intelligence comes as standard



Dynamic and Intuitive

Agent Handover

Even though Ollie successfully interacts with customers with over 92% accuracy. If a customer prefers to interact with a company representative, Ollie transfers the conversation along with contextual information to a live agent, so that the customer's needs are met.

Sales & Appointments

Ollie assists with product purchase by not only sharing relevant information about the product to pique the buyer's interest but by also providing information about various channels the product can be purchased via. For instance, Ollie can book appointments for home demos. It can also provide the address and directions to the nearest store that stocks the requested product.

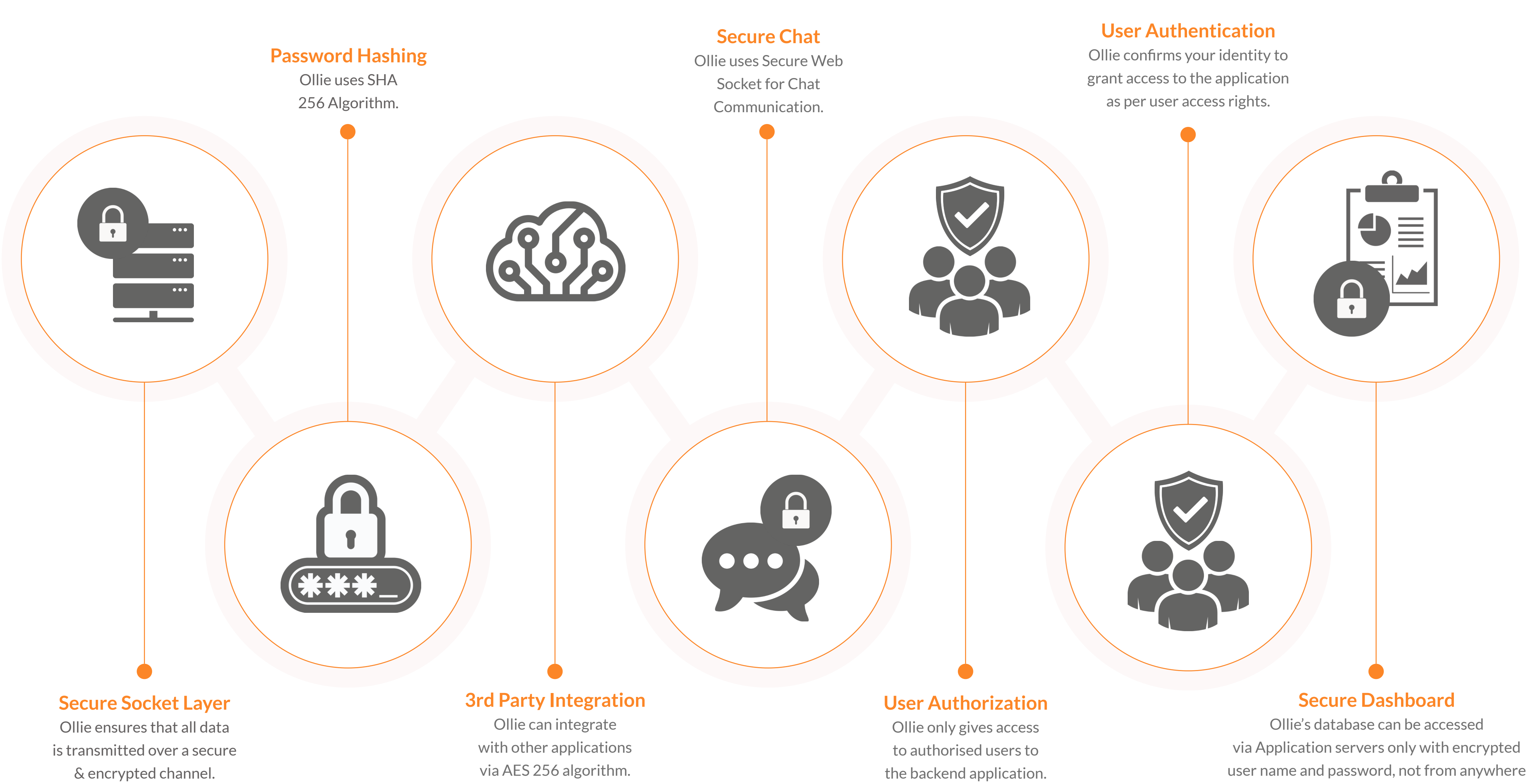
Global & 24/7

Ollie works round the clock to serve with equal ease both the early risers and the night owls no matter where they are located.

After - Sales Service

Oppo's relation with its customer rarely ends with a device purchase. Ollie helps customers with after-sale services such as providing the address and directions to the nearest located service centres, repair status of the device, OS troubleshooting and blacklisting IMEI for lost or stolen devices.

Staying safe and secure



"After deploying Ollie we noticed a significant shift in customer behaviour, customers preferred to interact with the AI powered Chat bot on WhatsApp than call a customer representative. Ollie has now become the backbone of our customer service."



Mr. Saurabh Chaturvedi
Sr Service Manager, OPPO India

Ollie is the Difference



The Moment Of Triumph

Troubleshooting

Blocking lost / stolen devices

Queries

Updates for new products

