

CUSTOMER STORY

talkdesk®



Use Case
Customer Service

Industry
Leisure, Travel & Tourism

Integration
Salesforce

Key Metric
57% ↑ Call volume
11% ↓ Average speed of answer



Challenge

Poor call quality, dropped calls, missed calls and limited Indie Campers' ability to provide a positive customer experience. Its previous contact center solution also hindered the ability to provide local support due to limitations in having multiple phone numbers.



Solution

Indie Campers deployed Talkdesk Enterprise Cloud Contact Center in 2017 as the dedicated system for its customer support team. Talkdesk's friendly approach and innovative technology aligned with Indie Campers' 5-star customer experience.



Results

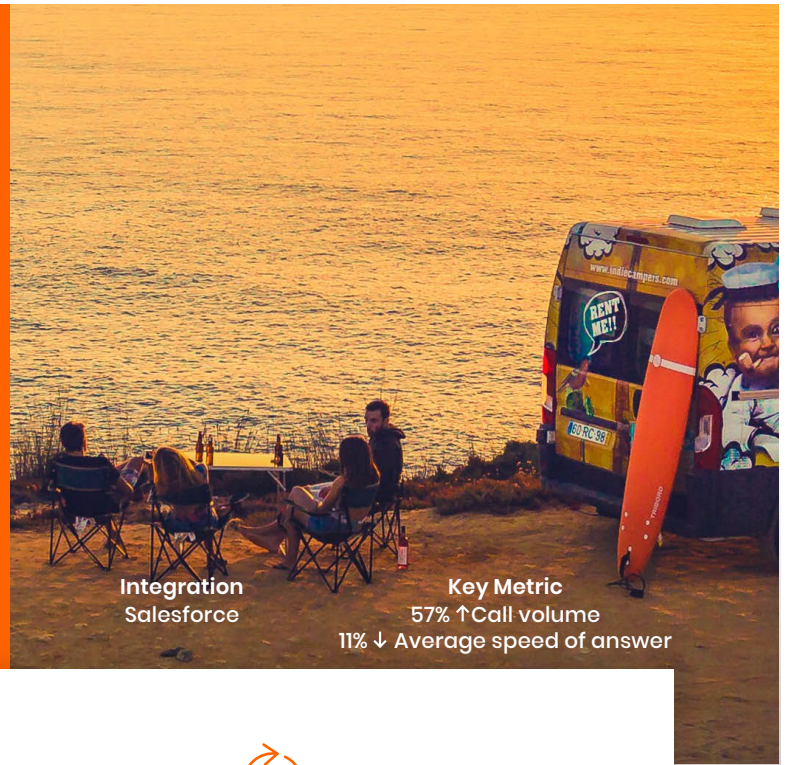
From day one, Indie Campers achieved the desired call quality, as well as more capabilities to monitor, record and track calls to ensure every customer is reached.

Create the ultimate road trip!

Indie Campers began in 2013 as a three-van rental company in Portugal and is now Europe's biggest campervan rental service with more than 850 vehicles, operating in over 35 locations. It has more than 150 employees and expects to double in size. Their mission is to enable the freedom of movement, inspiring and connecting explorers worldwide with unforgettable European destinations.

Many Indie Campers adventurers are families or couples seeking freedom to stay where they want as their trip unfolds. The goal of Indie Campers is to shift the hassle of planning a road trip toward an easy, personalized experience through digital innovation and the dedicated support of its customer care team. As a tourism company, "we depend on our customers," says Francisco Lisboa, head of commercial and customer care at Indie Campers. "Indie Campers would be nothing without our customers."

As such, Indie Campers needs tools to enable as much two-way communication as possible. "We want to be really close to our customers because they are everything to us," Francisco said.





When people embark on the ultimate road trip, enjoying an Indie Campers van in new destinations, they need peace of mind knowing assistance is available, if needed. Often, campers are so excited when they pick up vans that they miss information as to how things actually work. Then, they get on the road and need to call in. Indie Campers, which offers customer service in seven languages, is available 24 hours a day, seven days a week.

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– FRANCISCO LISBOA, HEAD OF COMMERCIAL AND CUSTOMER CARE

Delivering Five-Star Customer Experience

Indie Campers’ previous contact center solution often resulted in poor call quality, dropped and missed calls. “It was hard for customers to reach us sometimes, and that was very frustrating. Without communication with our customers, we have no business,” Francisco said.

As Indie Campers grew, it sought a new contact center solution and partner easy to communicate with, one offering the tools needed to continuously support its customers. “We are proud to offer our customers 5-star service, and we expect the same from our partners,” Francisco said.

Indie Campers selected Talkdesk because they appreciated its friendly approach, technology and superior customer service. “Talkdesk’s technology is very simple, very clean and user-friendly,” said Francisco, who implemented the solution almost by himself. “After Talkdesk, we had no problems with our phone calls.”

Driving Improved Efficiency with Salesforce

Talkdesk easily integrated with Indie Campers' customer database in Salesforce, enabling its agents to be more effective and deliver more informed and personalized conversations. In addition, Indie Campers can now easily manage all client interactions as calls are logged directly to a customer's account.

On the back end, the Talkdesk functionality helps Indie Campers track its positive performance as well as "what's missing and what's failing in the communication with our customers," Francisco said. Talkdesk assists Indie Campers with better insights into where calls are coming from and what languages are needed among its agents to better serve customers.

"From day one of our partnership, the contact with the Talkdesk support team was perfect. They came up with solutions fast and I couldn't be more satisfied," Francisco said.

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Scaling with Growth

Indie Campers operates in Portugal, Spain, France, Germany, Netherlands, England, Scotland, Ireland, Switzerland, Belgium, Italy, Croatia, and Iceland. It expects to double its agent workforce within the next year and eventually expand into the U.S. and Australia. Talkdesk's ability to adapt to the growing needs of any business makes it an integral part of Indie Campers' projected growth. "The most important thing is our customer support team because, without this team, we have no customer satisfaction," Francisco said. "We want a contact center solution that provides our agents with the tools they need and that will grow with us."

Talkdesk is an innovative cloud contact center platform that empowers companies to continuously improve customer satisfaction. Talkdesk is easy to set up, use and adapt. A "visionary" in Gartner's Contact Center as a Service Magic Quadrant, Talkdesk offers ongoing innovation, superior call quality and instant integration to the most popular business applications. Over 1,800 innovative enterprises around the world, including 2U, Canon, IBM, Peloton and Trivago rely on Talkdesk to power their customer interactions.

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