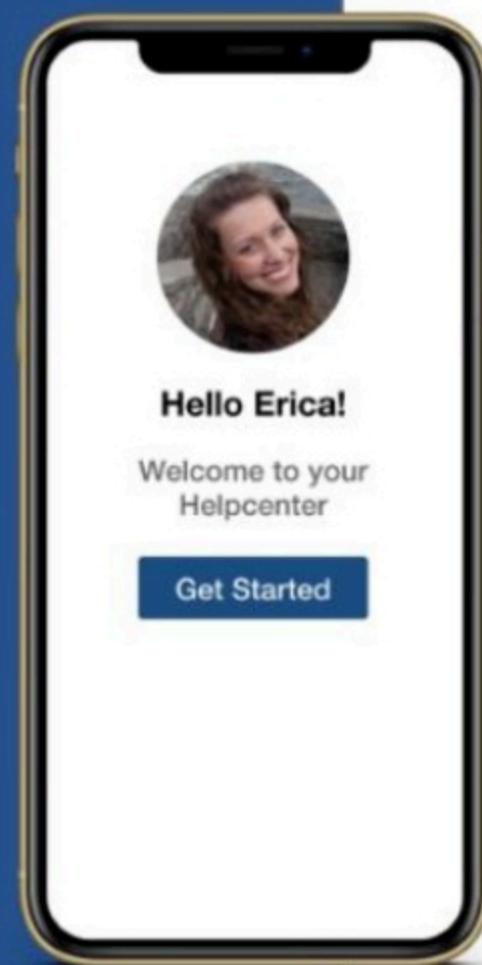


EFFORTLESS CUSTOMER SERVICE STARTS HERE



Richpanel



Life of a customer support agent

- “I’m using 7-8 screens when doing customer support”
- “I have to login to ecom to look up customer info and perform order actions”
- “We are answering the same set of questions day in and day out”
- “Some queries fall through the cracks and we miss replying to customers”



Interesting stats from a Gartner study of 5,000 reps

8.2

Different tools

"I get so caught up doing 'system' stuff. I can't concentrate on having an interaction with customers."

23

Interactions with colleagues

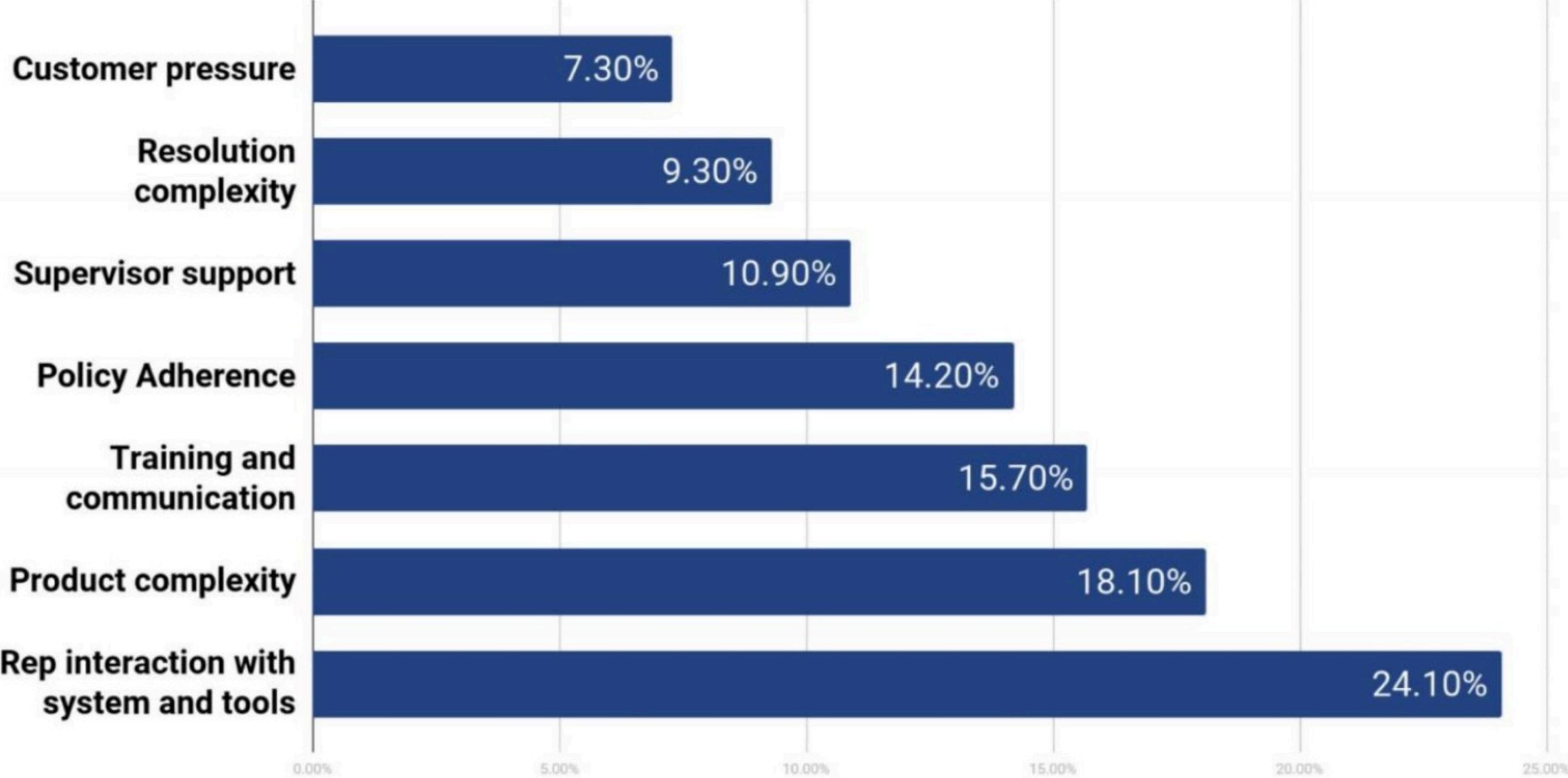
130.5

Total interactions (colleagues, systems, customers)



24/7

Impact on productivity

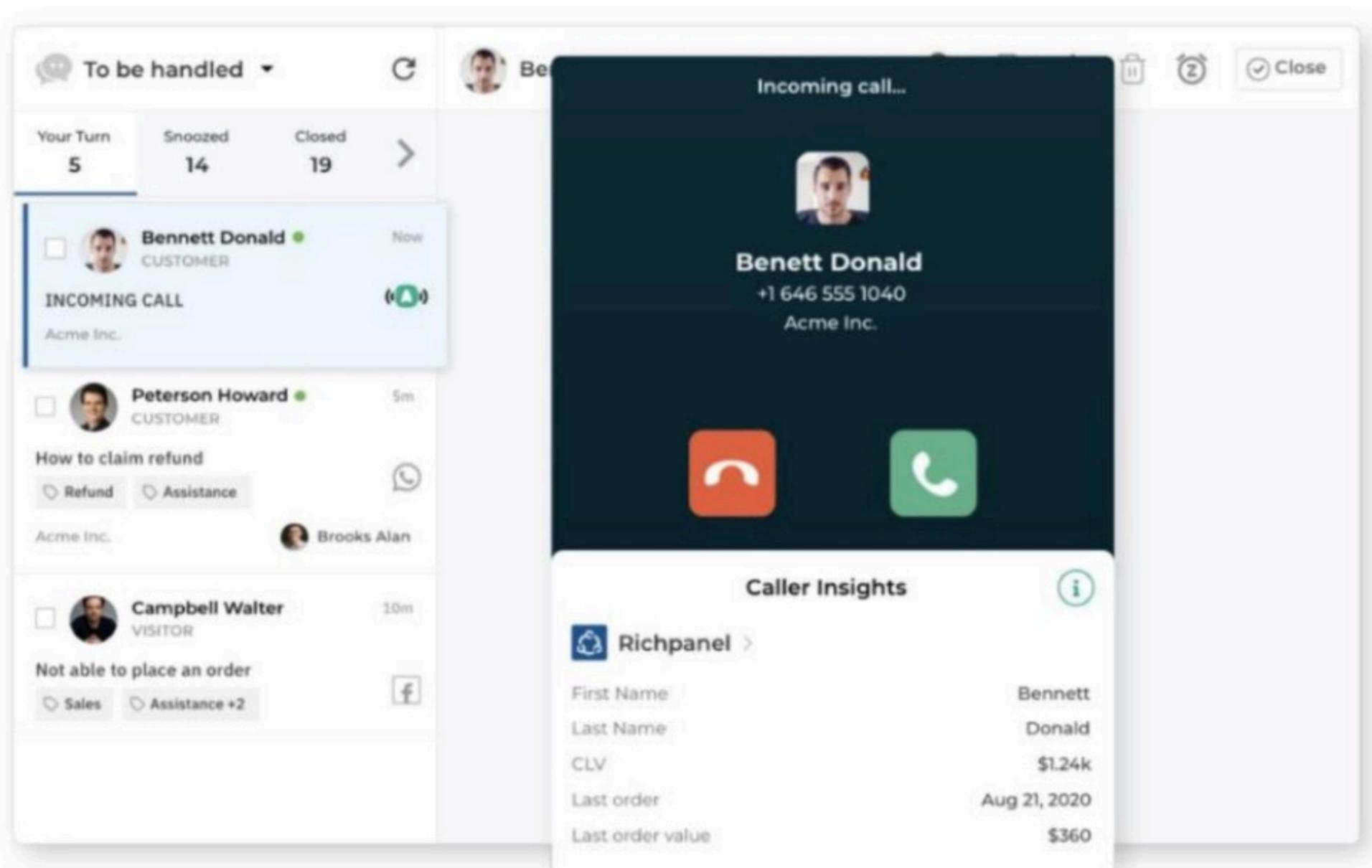


Problems with customer support experience

- Support is a split across FAQs, contact forms, email, live chat, etc.
- A query like where is my order? Or returns can take 10-15 minutes over live chat/ phone
- Have to repeat themselves when switching channels



Agent experience



The screenshot displays the Richpanel agent interface. On the left, a sidebar shows a list of customer interactions under the heading 'To be handled'. The list includes:

- Bennett Donald** (CUSTOMER) - INCOMING CALL (Acme Inc.) - Now
- Peterson Howard** (CUSTOMER) - How to claim refund (Refund, Assistance) (Acme Inc.) - 5m
- Campbell Walter** (VISITOR) - Not able to place an order (Sales, Assistance +2) - 10m

The main area shows a detailed view of the incoming call for Bennett Donald. The call information includes:

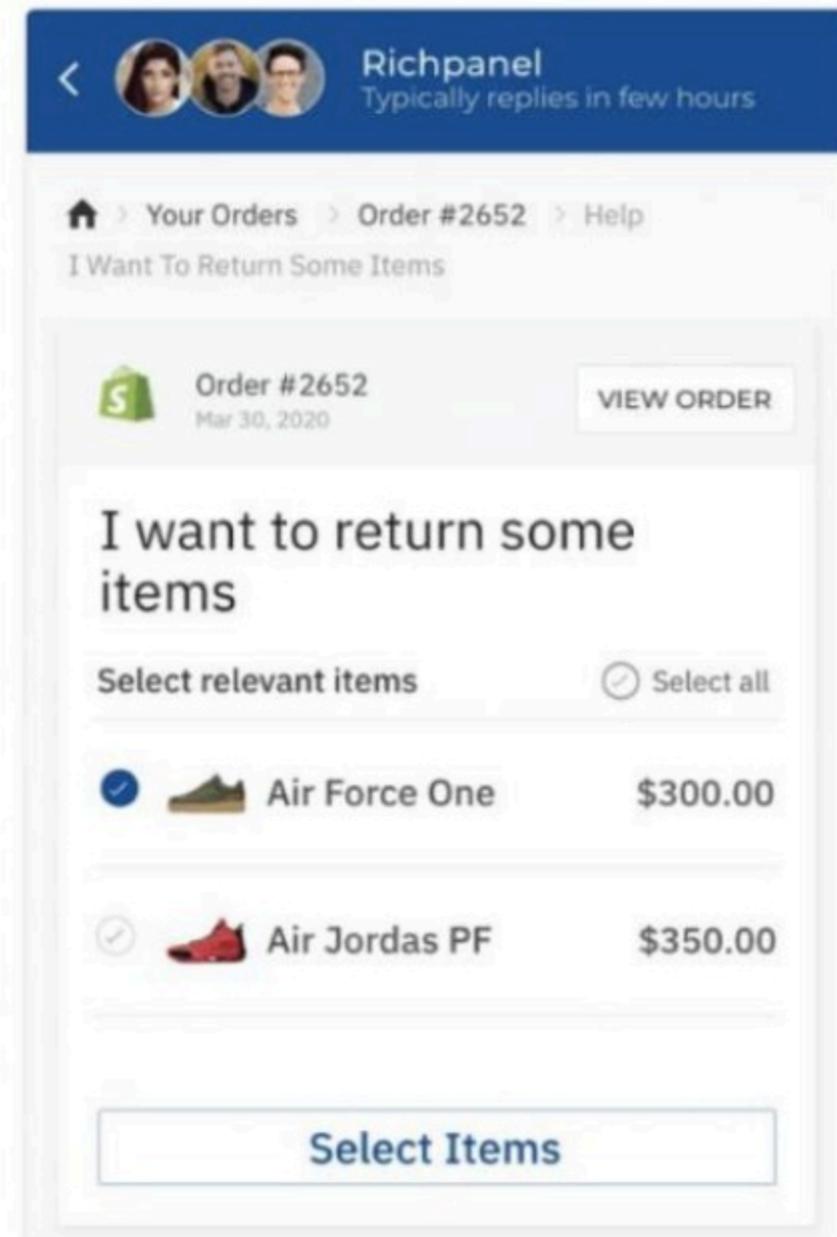
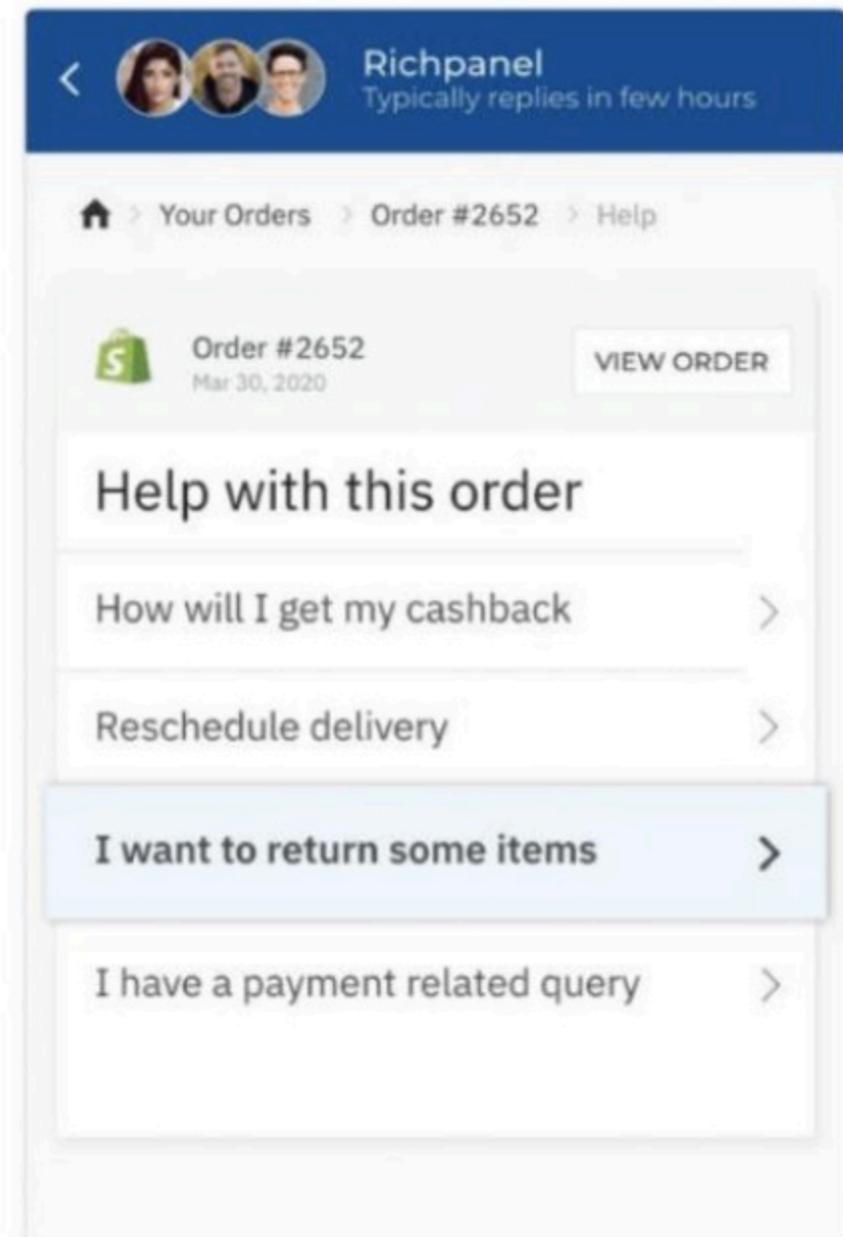
- Incoming call...**
- Benett Donald** (+1 646 555 1040, Acme Inc.)
- Call control buttons: Answer (orange) and Reject (green).
- Caller Insights** section:

Richpanel >	
First Name	Bennett
Last Name	Donald
CLV	\$1.24k
Last order	Aug 21, 2020
Last order value	\$360

No more switching tabs

- Manage email, live chat, phone, facebook, instagram & whatsapp from one dashboard
- See ecommerce data and perform returns, exchanges, refunds inside the helpdesk

Amazon-like customer experience



Eliminate 60% of your tickets

- 60-80% of support tickets in ecom are repetitive
- Help customers perform basic operations like track order, exchanges, refunds without agents
- Provide instant resolution & increase CSAT

About Richpanel

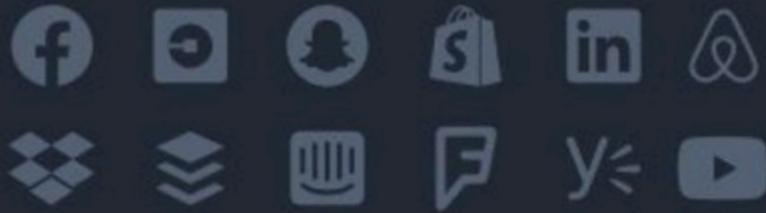
 See it in action

Watch 5-min platform demo:

https://youtu.be/_BVA8LvHWpQ

Read Reviews:

<https://www.g2.com/products/richpanel/reviews>



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