

How LivSpace skyrockets customer satisfaction by 45%



LivSpace, a trusted platform for home interior design and renovation for thousands of homeowners.

Goal

LivSpace was looking for ways to engage and retain customers quickly to provide a more enriching experience.

Challenges

With millions of followers across channels, LivSpace found it difficult to scale engagement across channels.

Outcomes



| Answer incoming queries 24/7

With Our no-code conversational modeler, LivBot makes user conversations interactive. The bot caters to different options while also collecting user details to further shorten the sales cycle.

79%

Interactions handled by the bot

| Quick turnaround time

Along with the bot, LivSpace quickly onboarded multiple agents on the platform to answer complex questions through Live chat.

89%

Reduction in resolution time

77%

Decrease in response time

| Omnichannel Engagement

With Our omnichannel capabilities, LivSpace could deploy the solution on the customer's preferred channel, to further enhance customer experience.

45%

users happy with the customer service provided

