

MONAD IMPLEMENTS OPA CLOUD WITH RIGHTNOW CX AT WALTON, BANGLADESH

About our customer

Walton is a multinational electrical, electronics, automobiles and other appliances brand with one of the largest well equipped R & D facilities, carrying out its production through different subsidiaries under the banner of Walton group headquartered in Bangladesh.



The Challenges

Walton's existing system was a simple website that allow customers to purchase products online. The system was neither capable of providing call-centre interactions nor help customers in troubleshooting regular issues.

The Solution

Monad implemented OPA as part of the wider project to implement a suite of Oracle software for Walton, core of it being Oracle RightNow CX Service Cloud. With the integration of OPA and Service Cloud, Walton was given wider options in enhancing the customer experience.

OPA was implemented as four modules: Customer 360°, Service Charge Enquiry, Product Troubleshooting and Product Depreciation calculation. These were hosted in the Customer Portal and Agent Desktop. Policies such as product warranty, product replacement, service charge, depreciation were modelled as the core rules.

The Benefits

In doing so, Walton's customers now have access to all warranty related information regarding their products and are also able to find troubleshooting guides for specific issues categorised as customer solvable. Walton's call-centre agents are also able to efficiently provide information with regards to customer products, and service charge where required.

Get in touch:

Baffled by OPA? Got OPA but need advice, support or training? No problem. Contact us now to see just how we can help you and your business.



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