



Roosevelt Paper Co., a leading supplier of paper products, struggled with slow response times and missed customer inquiries. By implementing Manufacturing Chats' 24/7 live chat, they transformed their customer engagement and improved efficiency.



THE CHALLENGE (BEFORE)

Overwhelmed Sales Team & Slow Response Times



Brendan Hunter

Marketing Manager, Roosevelt Paper Co.

"Our live chat was staffed by myself or sales reps, making it hard to keep up with inquiries. Our inside sales team was spending too much time answering repetitive questions instead of closing deals."

KEY PROBLEMS

- Missed inquiries & delayed responses
- Sales team overwhelmed with customer support
- Lost potential customers due to slow follow-ups

THE SOLUTION (WHAT CHANGED?)

01 24/7 Live Chat & Smart Inquiry Handling

02 Manufacturing Chats provided a real-time, automated solution to manage Roosevelt Paper Co.'s customer engagement effortlessly.

KEY FEATURES

24/7 Live Chat Support →

Instant responses, no more waiting

Automated Inquiry Categorization →

Directs customers to the right info

Freeing Up Sales Teams →

More time to focus on closing deals

Now, customers are instantly connected to the right team member, or they receive answers without delay.

THE RESULTS (IMPACT & GROWTH)

50% Faster Response Times & Increased Lead Conversion

"Tremendous improvement in 1.5 years! Our sales team is now focused on high-value clients instead of handling repetitive inquiries."

SUCCESS METRICS:

- 50% improvement in response times
- More efficient customer engagement
- Sales team productivity increased

Slow response times & overloaded sales team

24/7 chat support, faster responses, & more closed deals

WANT TO ACHIEVE SIMILAR SUCCESS?

Let Manufacturing Chats transform your customer engagement!

Visit Our Booth & See a Live Demo!



Scan to learn more!



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50% +

Faster Response Times & Increased Lead Conversion

SUCCESS METRICS:

- ✓ More efficient customer engagement
- ✓ Sales team productivity increased
- ✓ Capture More Customer Data.



Brendan Hunter
Marketing Manager

"The impact of Manufacturing Chats on our company has been game-changing. Our inside sales team can now focus on high-value clients while ensuring no customer inquiry goes unanswered."