

LULU TRIP



About LULU TRIP

LULU TRIP combines their leverage as travel agents with the research they do on customers' behalf, customizing the trip around their input while providing information and resources to make it go smoothly.

Through affiliation and industry advantages, they find the best values available. Through research and experience, they tailor their customers' vacations to their clients' interests. With follow up materials, they help make every customer's vacation as planned, organized and enjoyable as possible.

The Need of the Client

LULU TRIP required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the subjective nature of travel and tourism services, time of handling and resolution of tickets raised was of essence.

Solution for the Client

A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of LULU TRIP. This included a variety of complementary services, built around the core solution consisting of inbound and email support to customers for travel tours booking & confirmations.

Results from the Solution

The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

LULU TRIP gained the utmost in terms of client satisfaction, as the number of grievances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for LULU TRIP into our existing processes so as to evolve our services for the tech-driven future!