E-haat

About E-haat

The digitization of business changed the face of the Indian market - but left untouched the 8 million strong rural heartland of the country. Ehaat was created to fill this very gap, providing e-commerce solutions to the remotest corners of the country, where the demand for branded products has so far met with little scope for lifestyle transformation. Deeply entrenched in rural India, they are currently building infrastructure to reach this large, vital market through their online platform and offline partnerships.

The Need of the Client

E-haat required an able customer care specialist to handle the queries, complaints and grievances of its numerous registrants. Due to the time-dependent nature of agricultural 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 E-haat. This included a variety of complementary services, built around the core solution consisting of data validation.

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.

E-haat 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 E-haat into our existing processes so as to evolve our services for the tech-driven future!