



## LEISURE DAYS GATINEAU ENABLES CUSTOMERS TO EXPLORE NEW FRONTIERS WITH LIVE CHAT SUPPORT

Leisure Days Gatineau, based out of Québec, is the largest Recreational Vehicles (RV) dealer in all of Canada. Leisure Days Gatineau team's top-priority is providing a seamless customer experience to their customers, both online as well as in-person, at their dealership locations. The spirit of adventure and a passion for RV camping underlines everything that happens at Leisure Days. They want to make the RV buying or rental experience as convenient as possible for their customers - especially those who log on for the very first time.

Leisure Days Gatineau's customers are keen to get on the road and begin their adventure in a new trailer or camper. With website visitors from across the nation, they required an all-encompassing support solution to answer customer queries as they come. They wanted their customers, prospective and existing, to feel comfortable asking for clarification or details from a representative.

The state-of-the-art live chat technology from LiveAdmins provided a perfect solution to their customer support challenges. Multilingual chat support allows Leisure Days Gatineau to converse with customers in French and in English. Chat monitoring, live video chat and smooth integration into an existing CRM are some of Leisure Days Gatineau's preferred live website support features

LiveAdmins, established in Chicago in 2002, has resulted in a measurable increase in online visitor engagement and user experience on the Leisure Days Gatineau website with its proactive live chat solution.

### AT A GLANCE

- Sells New and Used Travel Trailers
- Largest RV Sales and Rentals Dealership across Canada
- Offers experienced pre-sales and post-sales support for all customers
- Delivers extraordinary customer service

### ISSUES

- Creation of a personalized customer experience
- Re-engagement of visitors on website
- Absence of round the clock support
- Responding to customer queries while they browse

### SOLUTIONS

- Multilingual LiveAdmins Live Chat
- Proactive Visitor Engagement
- Dedicated chat agents for round the clock assistance
- 24/7 response to customer queries

*"LiveAdmins helped us in simplifying the communications between us and the visitors by providing a process that is easy to understand by a visitor."*

**Alain Vegiard**  
Internet Director, Leisure Days Gatineau

**Find out more**

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