



CASE STUDY

We Helped California-based AKDY Imports Streamline Their Ticketing and Email Support Requirements in 1 Months' Time

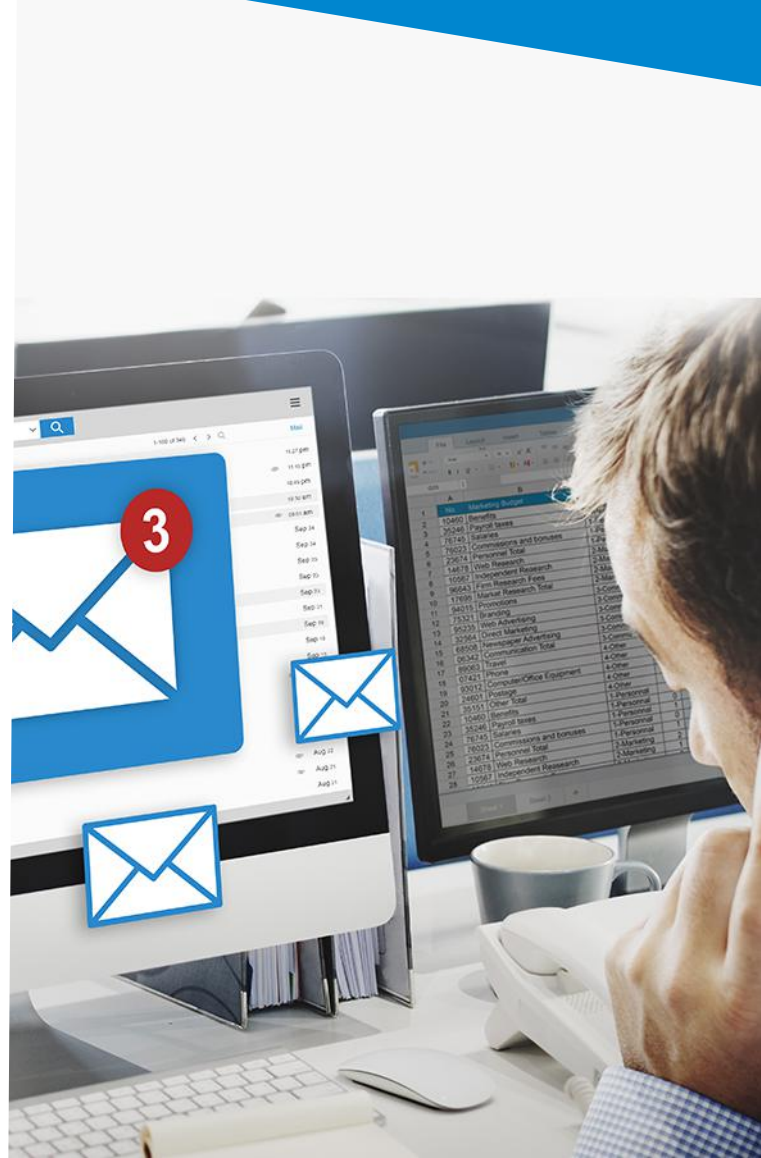


Client

Our client is California-based AKDY Imports, a manufacturer of high-end home improvement products. With over 1200 home improvement products to its inventory list, the company has an estimated annual revenue of \$17.1 million and is growing at a phenomenal rate.

Requirement

The client was facing difficulty in handling their ticketing and email support service efficiently. As a result queries were piling up and the customers were getting annoyed. Therefore, the client wanted to outsource their requirements to a team with proven expertise in providing customer support. The team would be trained on their internal CRM application with hands-on experience on the different types of tickets/ queries raised to close a them as required. The clients wanted the team to be up and running in a months' time. Aside from this, they wanted to kick off the project on an autopilot basisscale up on demand.





Solution

Expert Callers was able to mobilize a team of 10 resources within 15 business days. We were able to match the exact requirement both in terms of experience, skills and expertise. We tested candidates on the basis of their ability to write and talk convincingly, ability to upsell products to customers and ability to handle clients software requirements. Candidates were also tested on their service focus and ability to learn fast.

Results

Our pilot team was able to capture the support model of the client in no time. They mastered the language and process structure in a way that met the clients specifications perfectly. The agents were so successful in gaining a complete understanding of the requirements, that it took them less than a month to reduce the list of piled up queries and bring the ticketing issues to acceptable levels. The client was so happy with our service that they decided to avail five other outbound customer support services that we specialize in. What began as a 3-month contract was converted into an ongoing one.





ExpertCallers

For further queries on
telecalling services, contact us now!

Toll free Number
1-877-374-0211

info@expertcallers.com
www.expertcallers.com



Company

