

CASE STUDY

MEDIA & ENTERTAINMENT

Project's goals

- Provide high level Customer Service support through phone calls, emails and social media.
- Exceed customers' expectations on markets of The United Kingdom, Germany, France, The Netherlands, Spain, Italy, Sweden, Finland and South Africa.
- Deliver quality not only by fulfilling the contract agreed levels but constantly improving skills and competences by regular and ad-hoc development sessions and programs.
- Provide fast, accurate and responsible decisions on the escalations channels - C2C, B2C and Fulfilment.

Operationally

- 21 agents including English, German, French, Dutch, Spanish, Italian and Swedish speakers serving the dedicated channels.
- Hours of operation 10:00-22:00m (CET+1), Monday to Sunday
- Supporting customers throughout their selling or buying journey, offering C2C, B2C and Fulfilment operations.

Services

- Phone, email and social media support, event listings, C2C, B2C and Fulfilment escalation handling.

Outcome

- 98% call handled rate on average for the nine markets served.
- 94% email response rate within 24 hours.