

CASE STUDY

RETAIL & CONSUMER GOODS

LE's goals

- Provide high level Customer Service support through phone calls and emails.
- Exceed customers' expectations on markets of The United Kingdom, Germany and The United States.
- 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.
- Pursue constant optimization of products and policies through regular interactions with the Client.

Operationally

- English and German speakers serving the dedicated channels.
- Hours of operation 10:00-01:00 (CET +1), Monday to Friday.
- Supporting LE customers throughout the delivery of the products orders, providing product specifications and advices.

Testimonial

Our company LE signed a contract with 60K on April 3, 2014, when it was the first time to cooperate. Prior to a contact with a call center company in India, but the service quality is not good enough, eventually we had to terminate the contract. At the time through the relevant information that 60K is a call center company located in Sofia, the capital of Bulgaria, because of outstanding service quality, rave reviews, so try it with a tentative attitude to sign the contract. Through the first year of pleasant cooperation and found that each other's service level is still good, so we renewed the contract. Seeing that our company has cooperated with 60K Company for about four years, the LE call center team is not big, but the cohesive force is very strong and everyone works very hard. Because of our consistent goal, we can jointly provide excellent service to our customers, eventually achieve a win-win situation.

Services

- Phone and email support, escalation handling.

Outcome

- 93% call handled rate on average for the three markets served.
- 99% email response rate within 24 hours.
- The United Kingdom, The United States and Germany markets telephone support covered entirely by 60k.