



CASE STUDY – Customer Care for Online Education Institution

1NW Contact engaged with an on-line education company to perform Tier I customer care for both students and applicants. By recruiting and hiring empathetic, customer centric CSRs; empowering them with tools, training, and coaching to continuously improve, and providing them with an ownership stake in our company, 1nw Contact was able to significantly improve the company's ROI even with a substantial increase in hourly rates over the previous off-shore solution.

Additionally, 1NW Contact demonstrated significant flexibility in staffing for peak seasons by increasing staffing levels by 4x during a couple of months period. Based upon the performance on these core projects, 1NW Contact was trusted with other lines of business resulting in 200% growth in overall contacts managed from inception.

Program highlights:

- Support phone channels through deployment of training and scripting tools
- Lowered overall program costs by 23% through efficiencies gained (lowered AHT, improved first call resolution)
- Increased student and applicant satisfaction and improved first contact resolution
- Most issues were resolved within 24 hours
- Implemented daily activity and trend reporting on both queue traffic and customer issue resolution.

EXPERIENCE THE DIFFERENCE

CALL US AT 877-404-5639 WITH YOUR PARTICULAR NEEDS AND WE WILL CRAFT A SOLUTION IDEALLY SUITED FOR YOUR PRODUCT OR SERVICE REQUIREMENTS.

