



Case Study: Quick Turnaround Consumer Survey Project

Problem

Our client, a consulting firm in the consumer market, had a need to fulfill a commissioned project to deliver a 32-question telephone survey to 20,000 households in the New York City area. The survey had to be completed in a two-day period with complete call disposition reporting to the client within two hours of completion of calling.

This was a quick turnaround project and the call center chosen to complete the project had 24 hours notice to prepare the scripting, the reporting templates, secure adequate staff and train the CSR's.

1NW CONTACT SOLUTION



1NW Contact, using our proprietary software, successfully completed all pre-calling activities within 24 hours. Scripts were written and programmed into our call management software, reporting templates were prepared, staff was identified and trained and campaigns were built for our dialer.

By combining our technology with dedicated Account Management we were able to meet our client's aggressive time lines and launch the project with 20 trained agents.

Result

1NW Contact completed the project three hours early and delivered detailed reporting back to our client ahead of schedule. All project deliverables for contact rates, reporting and budget were met.

Our client was very satisfied with the results of the survey and was able to deliver the commissioned project to their client in a timely manner.

Here is what the client had to say:

"We were very satisfied, our client was very satisfied and your team did a great job"

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.