Assistring LLC

Customer Service Outsourcing & Email Mktg for Wholesale Co

PROJECT DETAILS

🏷 Call Center Services, Customer Service Outsourcing, Email Marketing

📅 Jun. 2024 - Ongoing

💲 $10,000 to $49,999

❝ *"Assistring LLC's live call support is the best thing I ever did for my company."*

PROJECT SUMMARY

Assistring LLC has been hired by a wholesale company to provide customer service support through email, chat, and live calls. The team has also developed customer onboarding and email marketing templates.

PROJECT FEEDBACK

Assistring LLC has provided live support for most abandoned cart orders, leading to an increase in customer return rate and revenue. The team offers professional support 24/7, grants the client access to their portal to track progress and listen to calls, and has an excellent ticketing system.

The Client

Please describe your company and position.

I am the Business Owner of Amaze Wholesale

Describe what your company does in a single sentence.

Amaze Wholesale is a leading wholesale company based in Nh, USA.

The Challenge

What specific goals or objectives did you hire Assistring LLC to accomplish?

• Customer Service
• Website
• Social Media Management
• Sales

Jonathan Grieter
Business Owner, Amaze Wholesale

Consumer products & services

Stratham, New Hampshire

CLIENT RATING

4.5

Overall Score

Quality:	5.0
Schedule:	5.0
Cost:	5.0
Would Refer:	5.0

The Approach

How did you find Assistring LLC?

Google Search

Why did you select Assistring LLC over others?

• Close to my geographic location
• Pricing fit our budget
• Good value for cost
• Company values aligned

Describe the scope of work in detail. Please include a summary of key deliverables.

• AssistRing is very professional in terms of customer service and they have provided good email, chat and live call support.
• Their work has increased my revenue because every customer is now happy when they purchase from us.
• HTye have also made good email marketing templates and other customer onboarding templates for positive customer experience.
• Assistring LLC's live call support is the best thing I ever did for my company.
• I have customers calling from 5 different countries and they all have different time zones.
• AssistRing provides me 24/7 support and their professional agents are just great. I am happy with them.

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

• The customer return rate increased very high and in a short time.
• Most of the orders that were left in that cart were receiving calls and live support so they made their purchase.
• My revenue increased significantly and now I don't have to wake

up at night to answer customers because Assistring is giving me 24/7 service.
• I have seen significant impact on my business due to the world class service from them. Every customer is happy and every call gets picked in less than a minute.

Describe their project management. Did they deliver items on time? How did they respond to your needs?

• The services they are providing are 24/7.
• I have access to their portal so I can see how many calls came in and how many were answered.
• All the recordings are also in the software so I can listen to what they talked and how they talked.
• They have a good ticketing system that allows me to check if I need to reply to that email.
• I am satisfied with AssistRing.

What was your primary form of communication with Assistring LLC?

• Virtual Meeting
• Email or Messaging App

What did you find most impressive or unique about this company?

• Their 24/7 support.
• their cheap call rates.
• better service, account manager is assigned to me.
• their software especially.
• their new ideas which they sent weakly to increase my business value.
• Better email templates.
• live support to my customers who need help placing an order.

Are there any areas for improvement or something Assistring LLC could have done differently?

AssistRing has made a good onboarding process and their software is good. From my side, everything is good and there is no need for more improvement.