


Call Center Services for Clothing Retailer

PROJECT DETAILS

 Call Center Services, Customer Service Outsourcing

 Mar. 2024 - Aug. 2024

 \$10,000 to \$49,999



"Their team of experts portrayed a detailed understanding of goals and objectives."

PROJECT SUMMARY

Assistring LLC provided call center and customer service operations for a clothing retailer. The tasks included responding to client inquiries, supervising order processing, and 24/7 customer support.

PROJECT FEEDBACK

Assistring LLC's work reduced client wait times, which increased customer satisfaction ratings. The team developed unique solutions that met client demands. Further, they communicated effectively and thoroughly understood the business goals. Their commitment to excellence was impressive.

The Client

Please describe your company and position.

I am the Vice President of Operations of Venus Fashion Inc

Describe what your company does in a single sentence.

Venus Fashion is a retail stylish apparel brand that creates on trend designs in womens clothing, swimwear and Lingerie.

The Challenge

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

- We hired Assistring LLC to help manage our call center and customer service operation to improve the efficiency of our customer service team in the company.



Adam Subelka

VP Operations, Venus Fashion Inc



Retail



Jacksonville, Florida

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0

The Approach

How did you find Assistring LLC?

- Online Search
- Referral
- Clutch Site

Why did you select Assistring LLC over others?

- Great culture fit
- Good value for cost
- Referred to me
- Company values aligned

How many teammates from Assistring LLC were assigned to this project?

6-10 Employees

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

Assistring LLC played a vital role in the Venus Fashion Inc call service operation as a result of collaborating with their customer service team, portraying efficient scope of work and techniques. They took the responsibility of responding to client inquiries, supervising order processing, product information and recommendations, 24/7 customer support and resolving issues with determination of ensuring customer satisfaction. Assistring LLC also improved The Venus Fashion INC'S communication channels and ensured a high level of professionalism throughout the duration of the project.

The Outcome

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

Venus Fashion Inc was able to achieve a very remarkable result as a result of collaborating with Assistring LLC. The Assistring



LLC use of unique techniques and solutions on our call center services resulted in reductions in client wait times, which increased our customer satisfaction ratings. Assistring LLC showed their commitment to quality service by going extra mile to ensure we get desired results . The increase in our Customer satisfaction ratings is a significant improvement as a result of collaborating with Assistring LLC.

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

We are highly satisfied with Assistring LLC project management it was highly effective. The mode of Communication with them were smooth and effective, and Assistring LLC displayed a thorough understanding of our business goals and objectives. Their team adapted so quick to our processes, ensuring that their services were integrated into our customer service operations.

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?

The Assistring LLC committment to excellence and ability to always meet and exceed our expectations really impressed us. Their team of experts portrayed a detailed understanding of goals and objectives, allowing them to develop unique solutions that met with our demands at Venus Fashion INC. The team of Venus Fashion Inc really commend Assistring LLC on their strong support and efficient performance.

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



Although Assistring LLC provided highly remarkable service which we greatly commend them for, we identified room for improvements to boost their operation efficiency. We suggest they improve their operations by adopting strategic approach, cloud-based solutions, and real-time analytics which will enable them to easily manage high demands, boost customer satisfaction, and optimize their operations.

