



Call Center Services for Consumer Electronics Retailer

PROJECT DETAILS

 Back Office Outsourcing, Call Center Services, Customer Service Outsourcing

 Jun. 2025 - Nov. 2025

 \$10,000 to \$49,999

 *"Their multichannel operational scope, sales results, and consistency over several years were unmatched."*

PROJECT SUMMARY

Assistring LLC provided call center services for a consumer electronics retailer. The team handled customer support across phone, email, and chat. They also manage back-office orders and payment processing.

PROJECT FEEDBACK

Assistring LLC handled tens of thousands of inbound calls and hundreds of thousands of minutes smoothly. The team demonstrated excellent operational control, ensuring stable staffing, full channel coverage, and dynamic volume management. Their flexibility and optimization skills were commendable.

The Client

Please describe your company and position.

I am the Director of Marketplace of Media Markt

Describe what your company does in a single sentence.

We are a European leader in the consumer electronics market and one of the strongest consumer brands. We have been operating in Poland for over 20 years, setting trends and directing the development of the industry. For our customers, we are a guide to the world of modern technologies. The customer is at the center of our actions, and their satisfaction is our common goal.

The Challenge

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

- Support upselling of extended warranties and complementary products
- Deliver inbound customer support across phone, email, chat, and social media
- Handle inquiries regarding products, orders, complaints, and delivery
- Manage Marketplace-related support
- Provide back-office order and payment management



Pawel Ptasznik

Director of Marketplace, Media Markt



Retail



Warsaw, Poland

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

Why did you select Assistring LLC over others?

- Pricing fit our budget
- Great culture fit
- Good value for cost
- 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.

- Consistent monthly traffic of tens of thousands of inbound calls and hundreds of thousands of minutes handled smoothly.
- Seamless handling of multichannel support across all platforms
- Improved sales performance versus the previous vendor for the same project
- Continuous performance and operational reliability across five years of service

The Outcome

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

- Consistent monthly traffic of tens of thousands of inbound calls and hundreds of thousands of minutes handled smoothly.
- Seamless handling of multichannel support across all platforms
- Improved sales performance versus the previous vendor for the same project



- Continuous performance and operational reliability across five years of service

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

Assistring has demonstrated excellent operational control, ensuring stable staffing of 50+ agents, full channel coverage, and dynamic volume management. Traffic routing and IVR are fully managed by CCIG.

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 multichannel operational scope, sales results, and consistency over several years were unmatched. Their flexibility and ability to co create and optimize processes make them a reliable strategic partner.

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

Service delivery is strong. Their proactive collaboration in co developing processes helped streamline our operations.