


# Call Center Services for Party Goods Retailer

## PROJECT DETAILS

 Call Center Services, Customer Service Outsourcing

 Feb. 2024 - Jun. 2024

 \$10,000 to \$49,999



*"Assistring LLC really exceeded our expectations and I must say they gave an excellent performance."*

## PROJECT SUMMARY

Assistring LLC provided call center services for a party goods retailer. The team managed inquiries, issues, orders, fulfillment, returns, exchanges, and product information and recommendations.

## PROJECT FEEDBACK

Thanks to Assistring LLC's efforts, the client saw a 60% increase in customer satisfaction ratings, a reduction in abandoned calls, and a massive increase in sales. The team communicated regularly, provided timely support, and was highly adaptable to meet the client's dynamic needs.

## The Client

Please describe your company and position.

I am the Senior Director Customer Service of Party City

Describe what your company does in a single sentence.

Party City is a retail company in North America that deals with the supply of party goods.

## The Challenge



**Bruce Pullens**

Sr. Director Customer Service,  
Party City



Retail



Woodcliff Lake, New  
Jersey

### 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?

- Pricing fit our budget
- Great culture fit
- Good value for cost
- Referred to me

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 managed a wide range of customer related services expertly managing inquiries, issues, orders, fulfilment, returns, exchanges, providing product information and recommendations. Their team demonstrated exceptional product knowledge, empathy, and professionalism, ensuring strong customer relationships through the exceptional service service they delivered.

## The Outcome

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

As a result of our partnership with Assistring LLC our customer service operation experienced remarkable change. We achieved impressive results, including a 60% increase in customer satisfaction ratings, reduction in abandoned calls, and a massive increase in sales. Assistring LLC delivered great performance,



characterized with smooth system performance and timely support.

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

Our collaboration with Assistring LLC was smooth all through the project, with Assistring LLC's team ensuring Strategic communication, regular updates, and adaptability to meet our dynamic needs. Their team took time to understand Party City's unique brand standards and customer expectations, positioning their approach to match with our goals.

## 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?

We were impressed with Assistring LLC advancement in technology which played a vital role in the project's success, Their technology platform optimized our operations, enhanced productivity, and provided vital customer insights and analytics. Enabling smooth integration into our systems and still enabling effective customer experience.

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

Assistring LLC really exceeded our expectations and I must say they gave an excellent performance, although there is always a room for improvement therefore we identified areas for growth. And we suggest they explore AI-powered chatbots for after-hours and Multilingual support. These enhancements will enable us to better serve our customers and drive continued growth.