


Call Center Services for Student Accommodation Company

PROJECT DETAILS

 Back Office Outsourcing, Call Center Services, Customer Service Outsourcing

 Jun. 2024 - Oct. 2024

 \$10,000 to \$49,999



"Their team of experts were well-trained and knowledgeable, and they really cared about our customer's needs."

PROJECT SUMMARY

Assistring LLC provides call center services for a student accommodation company. Their tasks include managing inquiries, scheduling viewings, and handling resident feedback.

PROJECT FEEDBACK

Since working with Assistring LLC, the client saw an increase in positive feedback from residents; they also lowered their average response time and managed to focus on other business priorities. What stood out about the team was their strong commitment to delivering high-quality customer service.

The Client

Please describe your company and position.

I am the Director of Operations of DOWNING

Describe what your company does in a single sentence.

Downing specializes in developing, managing, and investing in high-quality student accommodation and facilities in major universities in the UK.

The Challenge

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

- At Downing we hired Assistring LLC to help with our customer service and call center operation as we were having challenges with operating it.



Tariq Akbar

Director of Operations, DOWNING



Real estate



Liverpool, England

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?

- Referral
- Clutch Site

Why did you select Assistring LLC over others?

- Pricing fit our budget
- 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.

To enhance our call center and customer service operation at Downing. We hired Assistring LLC a call center agency we saw on clutch to oversee our call center operations. With our diverse portfolio of student accommodation, we needed an agency skilled in managing high call volumes and enhancing our customer experience. They offered a range of services, including inquiry management, booking viewings, and handling resident feedback.

The Outcome

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

Before we collaborated with Assistring LLC, we faced challenges such as lengthy response times and high call volumes which really affected our customer satisfaction score negatively. Since partnering with them, we've experienced a significant increase in positive feedback from residents. Their efficient management



of inquiries has decreased our average response time , enabling us to focus on our primary business activities.

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

Assistring LLC applied their unique project management skills to our call center operations, ensuring everything aligned with our business goals. Their straightforward communication and frequent updates helped led to a strong relationship between the two agencies, which greatly improved the efficiency and performance of our call center. This teamwork not only enhanced our processes but also created a more productive atmosphere for everyone involved.

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 highly impressed with their commitment to providing great service. Their team of experts were well-trained and knowledgeable, and they really cared about our customer's needs. Their ability to quickly adjust and offer unique solutions really improved our experience and made a big difference in our operation.



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

Our experience with AssistRing LLC all through the project was good, although there is always room for improvement. Improving their technology for tracking customer interactions could help operations run even more smoothly and provide us with better insights on our customers. Doing this we will have a clear understanding of our customer needs and respond more effectively.

