


# Call Center Services for Utility Company

## PROJECT DETAILS

 Call Center Services, Customer Service Outsourcing

 Feb. 2024 - Sep. 2024

 \$10,000 to \$49,999



*"What impressed us most about Assistring LLC was their commitment to understanding the unique needs of our utility company."*

## PROJECT SUMMARY

Assistring LLC provided a utility company's customer service and call center operations support. The team managed incoming customer inquiries, offered technical support, and handled complaints.

## PROJECT FEEDBACK

Assistring LLC's work led to a remarkable improvement in customer satisfaction ratings, a significant reduction in call wait times, and an increase in call resolution rates. The team's project management skills were highly effective, and their problem-solving skills were evident.

## The Client

Please describe your company and position.

I am the Customer Service Director of HOMEBOX

Describe what your company does in a single sentence.

Homebox is an utility company in London that manage utilities for property managers effectively.

## The Challenge

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

We hired Assistring LLC to help manage and optimize our company's customer service and call center operation effectively.



**Rachel Percival**  
Customer Service Director,  
HOMEBOX



Utilities



London, 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.

At HOMEBOX in London, we recently partnered with Assistring LLC to improve our call center and customer service operations, and we were satisfied with the results. As a utility company, we often face challenges such as high call volumes, customer inquiries about billing and outages, and the need for timely resolution of complaints.

Assistring LLC took on the responsibility to address these issues effectively. Their team managed incoming customer inquiries related to service interruptions, billing disputes, and general account questions. They provided technical support and handled complaints using effective techniques.

## The Outcome

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

Our partnering with Assistring LLC, have gotten us great results. Customer satisfaction ratings have improved remarkably, with a



significant reduction in call wait times and an obvious increase in call resolution rates. These results have not only improved our service delivery but have also strengthened customer loyalty and trust, which is important in the utility sector.

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

Assistring LLC project management skill was highly effective. We established regular communication through daily check-ins and progress reports, allowing us to quickly adapt our strategies based on real-time feedback. This collaboration fostered a productive environment where both teams could align on goals and address any challenges promptly

## 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?

What impressed us most about Assistring LLC was their commitment to understanding the unique needs of our utility company. They invested time in learning about our operations and our customer expectations, which enabled them to position their approach effectively.

Their problem-solving skills were evident throughout our partnership; when issues came up such as increase in call volume during service outages, their team responded immediately, employing additional resources needed to maintain our service quality.

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

Our experience with Assistring LLC has been very positive although there are a few areas for improvement. Regular performance analytics would help us access their effectiveness



and find more opportunities for growth. This would be useful for tracking specific metrics related to common customer service issues in our industry.

