


Call Center Services for Wholesale Retail Company

PROJECT DETAILS

 Call Center Services, Customer Service Outsourcing

 Mar. 2024 - Aug. 2024

 \$10,000 to \$49,999



"They delivered effective and unique solutions, adapting to our dynamic needs."

PROJECT SUMMARY

Assistring LLC provided call center services for a retail company. The team managed customer inquiries and processes inbound and outbound calls.

PROJECT FEEDBACK

Assistring LLC's work improved the client's customer satisfaction ratings. The team's project management was efficient, and their easy integration and unique communications led to a collaborative and effective workflow.

The Client

Please describe your company and position.

I am the Director of Operations of TARGET

Describe what your company does in a single sentence.

Target is the name of my company one of the world's most recognized brand and one of America's leading retailers.

The Challenge

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

- We hired Assistring LLC in order to provide effective call center services that managed customer inquiries, processed inbound/outbound calls.



Dreanna Alston

Director of Operations, TARGET



Retail



Minneapolis, Minnesota

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.

The Target partnered with Assistring LLC in order to provide effective call center services that managed customer inquiries, processed inbound/outbound calls they responded smoothly at all times with all professionalism. Their unique approach to our needs demonstrated their deep understanding of the retail industry, which aligned with our needs.

The Outcome

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

Our collaboration with Assistring LLC resulted in improved customer satisfaction ratings, as a result of their efficient handling of inquiries and provision of support. Their dedication to quality service really impacted Target reputation, resulting in a strong relationship with clients and end-users.



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

The Assistring LLC project management was very efficient. Their easy integration and unique communications have lead to a workspace that is more collaborative and effective keeping client service at a high standard.

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?

Assistring LLC has the best performance. Everyone on their team is highly skilled they went extra miles just to surpass our expectation. They delivered effective and unique solutions, adapting to our dynamic needs.

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

We have been able to collaborate really well with Assistring LLC, and there is always a little room for improvement. It would help to have more defined procedures and training aides. Frequent reviews and feedback sessions will improve the relationship, helping both parties to be on track with goals.

