Assistring LLC

Verified by Clutch

Outsourced Call Center & Customer Service for Private Resort

PROJECT DETAILS

Call Center Services, Customer Service Outsourcing

Jun. 2024 - Sep. 2024

$10,000 to $49,999

> *"Assistring LLC impressed us with their exceptional customer service."*

PROJECT SUMMARY

Assistring LLC provided call center services for a private resort. The team was responsible for addressing customer inquiries, solving issues, managing bookings and reservations, and offering technical support.

PROJECT FEEDBACK

Assistring LLC increased the client's customer satisfaction rating, reduced abandoned calls, and increased sales revenue. The team's project management was impressive, and their operations were effective, providing regular updates. Their exceptional customer service and high standards were unique.

Assistring LLC

The Client

Please describe your company and position.

I am the Director Of Operations of The Boca Raton

Describe what your company does in a single sentence.

The Boca Raton, a waterfront acres, is a private, gated Resort which provides a year-round escape for its members and guests.

The Challenge

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

• The Boca Raton partnered with Assistring LLC to help with our customer service operation efficiency.

Kelly Hillhouse
Director Of Operations, The Boca Raton

Hospitality & leisure

Boca Raton, Florida

CLIENT RATING

5.0
Overall Score

Quality:	5.0
Schedule:	5.0
Cost:	5.0
Would Refer:	5.0

Assistring LLC

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 provided call center service for BOCA RATON, including customer inquiries, issue resolution, bookings,reservations and technical support. Their services were effectively integrated into our daily operations and the team demonstrated a strong understanding of the industry and delivered services which aligned with our objectives.

The Outcome

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

Our Partnership with Assistring LLC has led to a positive change in the customer service operations of The Boca Raton, in the course of the project BOCA RATON had an increase in Customer Satisfaction rating, reduction in abandoned calls, and an increase in sales revenue. The Assistring LLC team exceeded our

expectations, increasing customer loyalty and improving our brand perception.

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

The Assistring LLC project management was impressive. Our team's operation with Assistring LLC was effective. They had good communication channels, provided regular updates, and showed a strategic approach. Their ability to integrate their service into our customer service operations demonstrated a remarkable understanding of BOCA RATON objectives.

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 impressed us with their exceptional customer service, innovative technologies, and high service standards.Their unique approach enhanced our operations, productivity, and provided authentic analytics on our customers. And still maintained our customer service standard doing this.

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

We had an excellent experience with Assistring LLC all through, but improvements could be made in two areas which are adopting strategic foresight to challenges and proposing innovative solutions. Also dependance on modern technology to boost performance and reduce response times this will make their call center service more efficient.