State Branch Needed to Be More Accessible

Adding the Ability to Process Orders by Phone 24/7 Arouses Need for Call Center

The Challenge:

The client, a State Department, needed to increase accessibility to their customers to include 24/7 365 days a year support. These hours of operation would be critical to increase revenues for the state, but fell outside of the standard hours of operation for the State Government. Furthermore, the seasonality of the program meant a rapid influx in orders for State licenses, for which the State would need assistance processing. With a great deal on the line in regards to their reputation, the client sought out to find a call center capable of adjusting staffing on short notice while maintaining unsurpassed attention to detail and customer satisfaction.

The Solution:

FSCC responded to the State's vigorous RFP with a competitively priced staffing model which allows for a pool of agents to be consistently staffed, 24/7 365 days a year, with a focus on maintaining program knowledge, exemplary customer satisfaction. FSCC facilitates on-going and new hire training for the state. In addition, FSCC provides the client daily and monthly volume and service level reporting. With our advanced technologies, FSCC provides our partner with peace of mind that we are prepared to grow with their evolving needs.

The Results:

Five Star Call Centers has enjoyed a continuous partnership with the State since 2005, exceeding their expectations for superb flexibility in staffing and customer satisfaction. The client appreciates the ability to quickly train new agents, and new program requirements.

As stated by our partner:

"Five Star Call Centers have stepped up to the plate to meet and exceed our expectations on all fronts. They are professional, responsive, and they deliver on their commitments.
We have renewed our partnership with Five Star Call Centers year over year as a result of their measurable customer satisfaction, their superior operational performance, and their fair and competitive pricing structure."