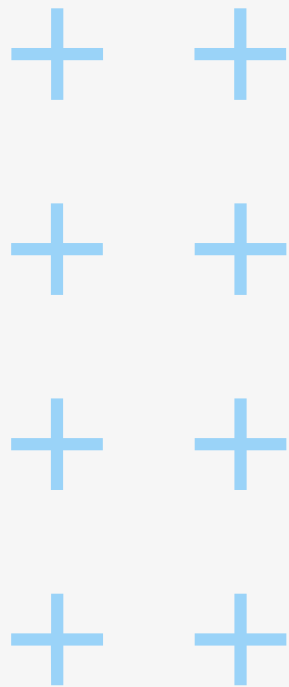


Charter School Customer Service

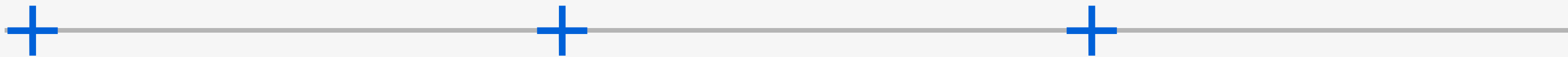
CASE STUDY



Challenges



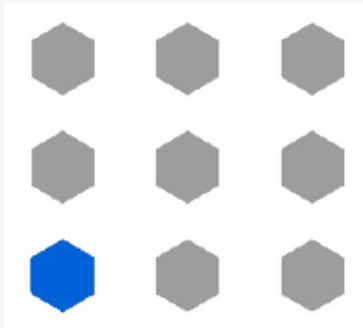
They need someone who can



Answer inquiries from students and guardians on a daily basis.

Manage and update the master list of students and their enrollment status.

Receive around 70 calls per day and provide appropriate solutions to queries.



Solution



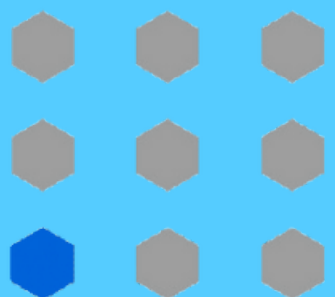
What we did



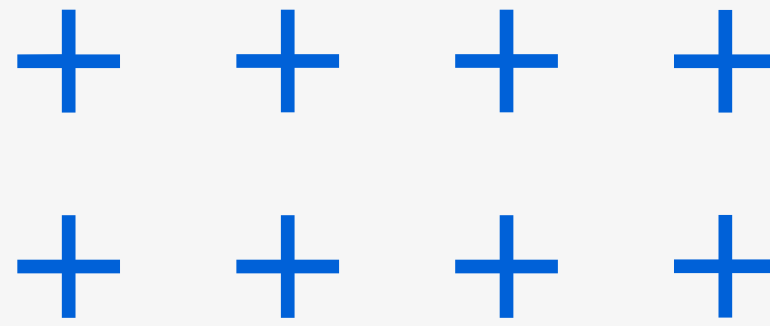
4 virtual assistants were provided and given a dialler tool to receive calls automatically.

Each VA was given access to the master list to ensure efficiency in answering questions and easier information finding.

Provide high quality customer service by providing accurate information to callers and avoiding delays in between calls.



Results



- Lesser number of calls as days passed by since they have been provided by clear updates.
- Irrate callers became satisfied callers.
- Number of enrollees increased.
- An overall total of 400 callers per day were given assistance and good service.

