

FLATWORLD PROVIDED CALL QUALITY MONITORING SERVICES TO AN AI PLATFORM PROVIDER



The Client

The client specializes as a company that provides artificial intelligence platforms to different companies to improve their sales and services. Through this tool, they provide accurate analysis of every call and help identify operational and service-based issues before a sales opportunity is lost.

The Requirements

The client was looking for a reliable and cost-effective service provider who could help them with call quality monitoring support services. They were already running late and wanted some resources to start working on it immediately.

Business Challenges

Our team at Flatworld had to face the following challenges during the implementation of the project -

1. The client insisted on onboarding the requirement immediately as he was running late by 5 days for an ongoing campaign where he needed all the 4 candidates to start working quickly.
2. Every call monitoring process had 3 stages of marking and each stage was critical in its own way.
3. This entire requirement was very new, challenging and exciting for the whole team.

Our Solution

FWS was able to meet the tight timelines allotted by the client and presented 5 specialist quality monitoring candidates to the client and were able to onboard 4 from the lot. With the assistance of one of our project managers, we were able to kickstart the campaign before time and with over 90% accuracy from day one.

The Results

The entire team along with complete support from the client were able to understand the right practices with ease and have been addressing their regular tasks with overwhelming results for the client's business. Agents were able to execute the complete activity smoothly. The client has agreed to ramp up the team size to 15 candidates in the next 90 days.

Outsource Call Quality Monitoring Services to Flatworld Solutions

Flatworld Solutions has been a leading provider of [call quality monitoring support services](#) and a series of other [call center services](#) to clients around the globe for over 16 years now. We leverage the latest call center tools and technologies to deliver the best call quality monitoring support services to clients within quick turnaround time. We operate from multiple delivery centers across the globe which gives us the time advantage and makes us capable to be available at all times at your service.

If you have a similar requirement, feel free to get in touch with us today, and one of our representatives will [get in touch](#) with you at the earliest.