

FLATWORLD SOLUTIONS PROVIDED INBOUND CALL CENTER SUPPORT SERVICES TO A BERLIN-BASED HEALTHCARE CONSULTANT



Read the case study to find out how the FWS' inbound call center support executives helped the client's back-end team by coordinating with the patients' queries and requests.

The Client

Based out of Berlin, the client is a leading hospital and healthcare consultant who excels in providing customer service, travel booking, pre and post operation care coordination, and other related services to their global clients.

Client's Requirement & Challenges

The client approached us to outsource inbound customer support service. They wanted a scalable solution that could handle the growing volume of calls. They expected the agents to handle the patients' calls after understanding their medical needs and forwarding them to the admin team.

The admin team, which consisted of core back-end professionals advised the best destination for the treatment based on the health status of a patient. Thus, they wanted an inbound call center support team that could coordinate with the patient in real time. They specifically wanted to onboard a team with prior experience in the healthcare domain and exceptional communication skills.

FWS' Solution

We started working on the client's requirement by first sourcing a few selected candidates from our Bangalore center. However, the client was not satisfied as they wanted the resources to have the highest English proficiency level. Thus, we turned to our Philippines branch that employs over 500 expert call center executives with the English proficiency grade level on par with the English-speaking nation.

Even though we lacked sufficient training materials, we did not falter. We spoke with the client and with theirs and the operation's team support, we were able to churn out enough training materials on time. Also, the consistency and willingness of our agents accelerated the project.

The Results

The client was satisfied with our prompt response and exceptional inbound customer support service. They finalized the project by signing the contract. Later, they referred our service to one of their Asian partners and agreed to provide more references in the future.

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Flatworld Solutions has been a prominent provider of [inbound call center support services](#) and a gamut of other [call center services](#) to its international clients. For the past 16 years, we have provided our services to over 11000 customers across 200+ nations.

By outsourcing your inbound customer support requirements, you can avail flexible, scalable, and cost-effective service. [Get in touch with us](#) to get a quick quote estimate.