

## FLATWORLD PROVIDED ORDER PROCESSING SERVICES TO A LEADING CARTOON DRAWING COMPANY



### The Client

The client is a leading cartoon drawing company who provides sketching of real human pictures and converts them yellow cartoons with your chosen picture style and background. Customers can place order through their website, they will sketch the person's photo, and send them back via email within a quick time.

### Client Requirement

The client was looking for a reliable and cost-effective inbound customer services and order processing services who could provide them with the required services within quick turnaround time. They have been our existing client for creative services and wanted our call center team to handle their order processing needs.

### Business Challenges

There were some challenges faced by our team during the implementation of the project. The major challenges are listed here -

1. The client wanted us to hire and train the call center agents within a short time.
2. We had to hire multi-skilled call center agents for the project who could not only process the orders received from the clients but also assist them with their queries.

### Our Solution

Keeping the client's requirements and challenges in mind, we prepared a project plan which would be suitable for the client's business requirements. Our talent acquisition team hired the right candidates for the project who were also skilled with social media and have excellent convincing/upselling skills.

The client provided the agents with the required training materials and cleared all their doubts regarding the project. The agents have been pretty consistent with their performance and have justified the return on investment for the client's business.

### The Results

The project is ongoing and the client has been extremely delighted with the results we have provided them with. The client had started the project with 5 call center agents for the project but has now increased the headcount to 12 call center agents. The client was not only impressed by the cost-effectiveness of the project but also the quality of the services we have been delivering.

### Outsource Order Processing Services to Flatworld Solutions

Flatworld Solutions has been a leading provider of [order taking/processing services](#) and a series of other [inbound call center services](#) to global clients. We have some of the most talented and skilled call center agents onboard who can take care of all your needs with ease. We leverage the latest and the best call center tools and technologies which will enable us to deliver the best quality services. If you are looking for a reliable and cost-effective order processing service provider, then [get in touch with us](#) today!