

FLATWORLD PROVIDED OUTBOUND CALLING SERVICES TO A LEADING EDUCATIONAL FIRM



The Client

The client is one of the leading education companies based in Singapore. They are one of the leading K-8 learning companies across the globe. They are on a mission to transform the education system globally by introducing newer methods of teaching.

Client Requirement

The client was looking for a reliable and cost-effective outbound calling service provider who could help conduct a survey among Indian schools.

The client wanted us to hire, train, and start off with the project within a quick time.

Business Challenges

There were a few challenges we had to face during the implementation of the project. They are listed here -

1. The client wanted us to get started immediately. We had to quickly start the process of hiring and training the candidates for the project.
2. It was difficult initially to select the right candidates for the project who would be able to follow-up but also call the Indian schools on behalf of the parents and gather the required information for the survey.
3. The client had not provided us with a script for the outbound calling and hence we had to create one on our own.

Our Solution

Keeping in mind the client's requirements and the challenges, our team of call center executives devised a project plan. With the help of our talent acquisition team, we were able to source the right agents within a quick time and begin with the outbound calling project. The client provided our agents with on-the-job training for the project and cleared all the doubts that our agents had in mind.

Ever since the project has started, the agents have been fairly consistent performance and no problem whatsoever has occurred during the course of the project.

The Results

The client has been extremely delighted to see the results of the outbound calling campaign initiated by our call center team. The client signed up with us for a month on month contract seeing the amazing results they were getting in the trial period. They have even doubled the headcount ever since the project has started. They were not only impressed by the quality of services we provided but also the cost-effectiveness of the entire project.

Outsource Outbound Calling Services to Flatworld Solutions

Flatworld Solutions has been a pioneer in providing quality [outbound call center services](#) and a series of other [call center services](#) to clients around the globe. We have some of the most qualified and experienced call center agents on board who can take care of any of your needs. We leverage the best and the latest call center tools and technologies and deliver top-quality services to clients.

Are you looking for a reliable and cost-effective outbound calling service provider? Then [get in touch with our team](#) today!