

# Case 4

## Client

Energy Company.

## Number of agents

110 Agents.



## Solutions we provide

Front Office Support. Lead Qualification and Live Transfers. Appointment Setting.

## About client

- Alternative Energy Company.

## How we helped

- They contacted us in February 2020 because they needed to increase their sales force rapidly and continuously in the upcoming months.
- By March 16th the first wave of 20 agents we hired and placed.
- Agents needed to make at least 200 calls daily and make 1 appointment a day minimum. We exceeded the goal setting 1.45 appointments on average per agent.
- At this point the client shared the ramp-up schedule. We needed to not only reach the desired performance levels, but also meet the recruitment dates for every training class. We then started increasing 20 agents per month.
- Today we have 10 supervisors and 100 agents doing over 200 calls daily and setting over 3,000 appointments a month.
- A 1 year term contract was signed and a plan to grow 100 seats more in 6 months.