

Case 1

Client

Global Car Rental.

Number of agents

43 Agents.



Solutions we provide

Customer Support via phone, live chats and email. 24/7/365 coverage. General Questions + Reservations + Roadside Assistance.

About client

- Car rental services company with over 20 corporate locations in the US and presence in Europe, the Middle East, Mexico, Canada, Central and South America.
- They had tried other outsourcing providers before with limited success. They decided to give us a chance and started operations back in November 2015 with a small team.

How we helped

- We started with 4 agents and 1 team leader handling basic General Questions. Once trained, our agents were assisting customers through both chats and phone support. After a 3-month trial, growth was inevitable.
- The team grew 5 more seats in March, 2016 and 10 more in June. By the end of year, the team had 30 members, including 1 team leader and 1 floor support agent.
- Primary tasks for **EXCELLO** included addressing customer inquiries regarding rental policies and requirements, making reservations and managing car rental issues after the vehicles had been returned.
- Roadside Assistance was added in 2017, and we were now providing 24/7 coverage for our client.
- In 2018 a 3rd department was added: Reservations.
- At its peak the team had 44 members total, 1 Project Manager, 2 supervisors, 2 floor support agents and 1 Quality Assurance Specialist, and we supported three lines of business.
- We are handled over 2,000 calls daily, with a quality assurance score of 95% and our team consistently reached the client's target conversion rate of 7%.