



RETAIL CASE STUDY

How we helped a retail company scale and improve customer satisfaction.

AT A GLANCE

CHALLENGES

- CSAT Scores
- Scaling for growth
- Creating Omni-Channel Solution

RESULTS

- Increased revenue 30%
- Increased customer satisfaction
- Improved chat times from 9 minutes to under 30 seconds.



“TLC’s contribution was important to the overall success of our business from Black Friday through cyber week. Orders were over 30% higher than last year and TLC’s support across chat and email reduced the phone volume we needed to handle in-house.”

CLIENT TESTIMONIAL

PROBLEM

This client struggled with efficiencies, training, and scaling support to 24/7.

SOLUTIONS

Over a period of few months, TLC redefined the performance benchmarks of our client’s care program, enhancing the contact center metrics, as well as CSAT, through the refinement and implementation of contact center best practices and processes. Then, we meticulously executed the plan. We assembled an exceptional team capable of providing 24/7 coverage and support for their care program. Our Trainers, upon absorbing the client’s brand values and best practices during on-site sessions, imparted that knowledge to the team.

OUTCOMES

30% increase in revenue

We were able to nearly double revenue in a short period of time.

#1 Provider

We consistently were their #1 provider with top customer satisfaction scores.

Improved scores & cost reduction

Improvement in TAT reduced volume on telephony side of business, thus improving the service level and reducing costs.