

Driving 7+ Years of Scalable, Omnichannel CX Support for a Leading Mobile Accessory Brand

THE CHALLENGE

A fast-growing mobile device accessories brand required a partner capable of scaling rapidly during seasonal spikes (up to +40% in Q4), delivering exceptional customer experience, and driving revenue growth through sales and upsell support across multiple channels and languages.

THE SOLUTION

With a global footprint across the US, Philippines, Costa Rica, South Africa, and India, we built a high-performing team that:



Supported voice, chat, and email interactions



Delivered service in English and Spanish



Handled a range of contact types: Customer Care, Sales, Upsell, and Escalations



Supported both mobile accessories and warranties



Seamlessly ramped operations with +40% staffing flex during Q4 peak

RESULTS THAT MATTER



7+ Year Partnership: Sustained performance and trusted collaboration



Omnichannel Excellence: Fully integrated support across voice, email and chat



Peak Readiness: Scaled efficiently to handle seasonal volume surges



CSAT: Exceeded target benchmarks consistently



Sales Conversion: Boosted through trained upselling strategies



First Contact Resolution: Drove loyalty with effective issue resolution



What Sets Us Apart Rooted in values like **Customer First**, **Humble Courage**, and **Accountability**, our CX teams embody a culture of performance and care. Our flexible, boutique approach enables tailored solutions for every stage of the customer journey