

CASE STUDY

Australian Business Travel Airfare Wholesaler

This case study explores the successful partnership between Liveware Labs and a renowned Australian business travel wholesaler who faced a critical challenge in providing round-the-clock customer support to its global clientele



Revolutionizing an Australian Business Travel Airfair Wholesaler Customer Support Operations

Introduction:

This case study explores the successful partnership between Liveware Labs and a renowned Australian business travel wholesaler.

They sought support for after-hours coverage on weekdays from 8 pm to 8 am, as well as full coverage throughout the weekends.

Daily Average Statistics

The implementation of the strategy led to significant improvements in the travel group's daily average operations:



596
Calls



571
Chat



90%+
CSAT



472
Emails

CHALLENGES

The travel wholesaler faced a critical challenge in providing round-the-clock customer support to its global clientele. They required after-hours coverage during weekdays from 8 pm to 8 am and throughout the weekends. Meeting these service demands with internal resources posed difficulties due to staffing limitations and potential strain on existing teams.

ACTIONS TAKEN

We have implemented the following strategy to overcome the challenge and continue delivering exceptional services:

Scaling the Team

Liveware Labs provided customer support 24/7. We also played a pivotal role in onboarding and training an additional 33 team members to meet the growing demand for their services.

RESULTS

Improved Call Handling Times

1

Agents outperformed expectations, significantly reducing call waiting times and ensuring swift resolutions to customer inquiries, thereby resulting in higher customer satisfaction rates.

Access to Top Talent

2

Liveware Labs provided access to a pool of skilled and trained professionals, saving them valuable time and resources in recruiting and training their own in-house team.

Cost-Effectiveness

3

Through the implementation of 24/7 customer support with us, the company achieved a significant 55% reduction in staffing costs.



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