

CASE STUDY

INTERNATIONALLY

RENOWNED

TRAVEL GROUP

Scaling Up Customer Service and Contracts Services for an Internationally Renowned Travel Group

Introduction:

This case study focuses on an internationally renowned travel group that faced challenges in managing its customer service operations due to increasing demand.

However, as demand grew, the company had to scale up its operations to handle the workload efficiently.

Results Statistics

The implementation of the strategies led to significant improvements in the travel group's operations:



< 2 MINS

Average Handling Time



50+

Customer Service Agents and Contract Analysts



41% AND 63%

Employee Cost and Operational Loss Reduction, Respectively.

CHALLENGES

The US-based travel group faced the following challenges:

- The rising costs of employment due to growth
- The company incurred losses in the contracting team
- Not being able to meet Csats
- Not being able to find the right skilled team members locally

ACTIONS TAKEN

We have implemented the following strategies to overcome the challenges and continue delivering exceptional services:



Scaling the Team

The size grew from six members to 53 people



Quality Strategy

Quality Control checkpoint and additional training.



KPI Management

Streamlining communication and automation

RESULTS

1

Efficient Handling and Resolution Time

The average handling and resolution time for customer service inquiries was reduced, resulting in faster response times and enhanced customer satisfaction.

2

Scalability

The expansion of the customer service and contract analyst teams allowed the travel group to handle the increased demand effectively.

3

Cost Savings

This cost-effective approach, reducing staffing costs by 41% and operational losses by 63% allowed the travel group to allocate resources strategically, invest in innovation, and maintain a competitive edge in the market while continuing to provide exceptional experiences for its clients.



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