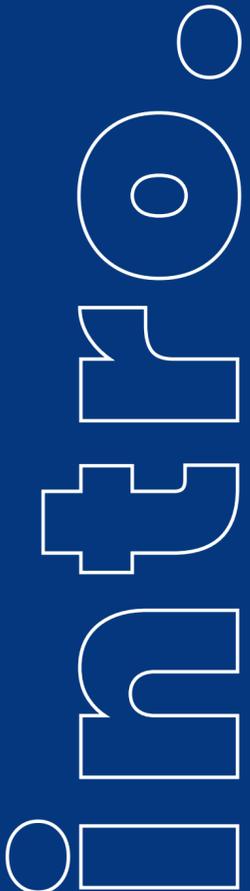


Major Technology Client boosts Assignment Completion Rate for Call Center Resources

Compunnel's staffing expertise empowers the global technology company to boost its customer satisfaction rate

Large companies know that good quality customer support is an important factor in gaining a competitive edge. Call centers are central to customer support but their work environment can be highly demanding. Employees are expected to be fully occupied throughout their shifts while functioning at unusual working hours to cater to global customers. This is the reason why call centers' turnover rates are generally high. Since their talent acquisition budget is substantial, any increase in workforce productivity is considered highly valuable. But hiring and retaining experienced customer support talent remains a huge ask across industries.





About Client

Our client is a New York-based technology company. They are a leading global provider of integrated technology and services for the legal profession. Their services include electronic discovery, bankruptcy, class action, and mass tort administration.

Client Challenges

The company needed to scale up its call center headcount without compromising on quality to meet its growing customer support needs. The client was struggling with the following challenges when they approached Compunnel for help:



Maintaining consistently high customer care standards while servicing global customers



21% Attrition Rate for employees sourced from the client's existing supplier base



High Drop-out Rate despite the client investing in the training of new hires



Scaling up the hires to keep up with seasonal demand in different locations

Our Solution

After a thorough analysis of the client's requirements, Compunnel's dedicated account management team planned a tailored Talent Acquisition Strategy. Led by a seasoned account manager, the team executed the plan through the following steps:



Deployed in-house recruitment specialists to start building candidate pool across target locations



Rapidly scanned internal database with built-in Predictive Analytics of our Staffline ATS to discover best-match candidates



The same teams trained the shortlisted candidates in client-specific language and computer skills



Embedded teams of language and computer experts screened the candidates for quality assurance



Leveraged proprietary talent engagement app, StafflinePro for engaging and onboarding candidates while minimizing drop-offs



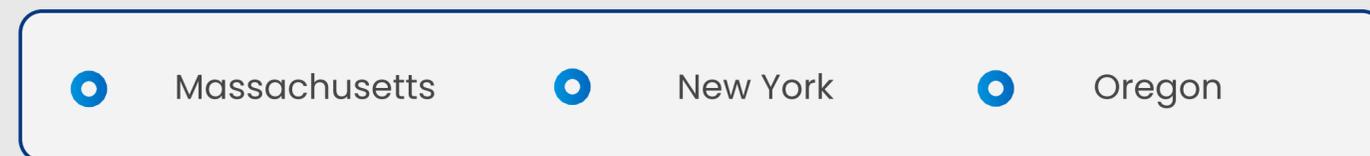
Mobilized 200+ specialized, independent recruiters through Jobhuk, our crowd-sourced recruitment platform, to expand candidate pools in target locations

The Results

Compunnel worked closely with the client to address the process requirements of their Customer Support program. By smartly using technology to support human expertise, we helped the client achieve expedited and better results.



Locations Served



About Compunnel

Compunnel Inc., founded in 1994, delivers bespoke staffing, full-time hiring, payrolling, SOW, and IT consulting solutions to diverse set of businesses & enterprises. Ranked by SIA amongst the Largest Staffing Firms in the US, Compunnel is transforming the talent supply chain through its technology-backed solutions. As a preferred choice of industry leaders, our passion is not only to connect our customers with quality talent, but we go an extra mile to provide customized support to our customers and help them meet their diverse talent needs.

Awards and Recognition



Connect With Us

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