

Leading the Way in Smart Property Management

The Challenges

- Flood disrupts call center operations
- Lack of permanent solution
- Goal of ensuring operational continuity

The Solutions

- Rapid deployment of interim team
- Tech integration
- Custom scripts
- Advanced data management
- Weekly strategic meetings

The Results

- 90% service levels for calls answered within 30 seconds
- 85% QA levels
- AHT under 7 minutes
- 75% lead conversion rate
- ROI named primary service partner
- Expanded ROI's team by 233%
- Set new standards of excellence



This leader in the property management industry faced significant disruptions when flooding incapacitated their Texas call center, impacting customer service and operational continuity. A temporary solution initially bridged the service gap, but it quickly became clear that a more robust and permanent approach was needed to meet high service standards and ensure continuous customer satisfaction.

In response, the property company partnered with **ROI CX Solutions**, recognized for their expertise in BPO and customer management, who rapidly implemented a comprehensive strategy to restore service integrity. This strategy included deploying a 30-agent team within a week, integrating the Five9 telephony platform with existing CRM to enhance efficiency, developing custom scripts for consistent service, and establishing regular strategic meetings to maintain high service standards.

The partnership led to significant improvements:

- **Service Level:** Over 90% of calls answered within 30 seconds, significantly surpassing the initial service level targets.
- **Quality Assurance:** Maintained at 85%.
- **Average Handle Time:** Consistently held at 7 minutes.
- **Conversion Rate:** Increased to 75%, exceeding expectations and boosting client acquisition rates.

This led the property management leader to name ROI CX Solutions as their primary customer service and conversion partner. Additionally, the property company expanded ROI's team by 233% in response to growing demand. The collaboration not only resolved the initial challenges but also elevated service standards across the property management industry.



About ROI CX Solutions

Established in 2008, ROI CX Solutions has always been committed to delivering client-centric solutions, even amidst economic challenges. The efforts of ROI CX Solutions have generated over \$22 billion in revenue for their partners. Offering services in 29 languages, their dedication to excellence has been recognized in the 2022 Inc. 5000 list.

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