

CASE STUDY

Round-The-Clock Support with Ease

21-50



Employees

>\$10M



Revenue

2015



Founded

Arizona



Location

Challenge

Hownd's phone support for their enterprise clients was limited to 8 hours, 5 days a week, causing strain during peak periods. With a limited number of customer success managers, they needed an external team to manage off-hours support and maintain their company standards. They required a dedicated support team to manage their customer inquiries during weekends and holidays.

Solution

Hownd sought an external live chat support partner to ease the burden on their customer success managers. They reviewed potential partners for months to find a company that was driven by metrics and quality. Hownd chose Equinox Agents as their support partner given their focus on SaaS. After 2 weeks of training, Equinox Agents managed Hownd customers with 5 agents, providing 16x7 coverage as well as holidays and peak periods.

Results

49%

Cost Saved

90+

CSAT

16x7

Coverage

0 to 5

2 weeks

Headcount



Outcome

Equinox Agents was able to exceed the CSAT target of 85% in the first month with a quality score of 96%.

Equinox Agents ended the first quarter with an average of 95% CSAT and 97% quality score and a 100% response rate for all incoming chats. Equinox Agents maintained the Average First Response Time below 18 seconds. Hownd was ecstatic with the overall performance and decided to use Equinox for additional work and grow the team.

Within the first month of working with Equinox,
we were able to:



Meet savings targets set
by our Executive Team



Improve our internal
team's morale



Have peace of mind as
our client base grew

Scale your Support Team the right way,
contact Piyush Parikh, our Co-Founder, at

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