



# Energy Sector

## Case Study

### Description & tasks

We have supported some of the largest domestic energy companies operating power grids and providing electric utility services. With our help, our partners have increased their customer bases and became more competitive in a crowded and difficult market.

Dedicated account management & continuous service monitoring, reporting, management, training, onboarding, implementation. Continuous refreshment of sales methods, planning, forecasting, maintaining productivity & quality.



#### Segment

B2B



#### Database

10 000 leads



#### Services

Electric utility & additional services



#### Headcount

20 agents



#### Languages

Hungarian

### Achievements

The client's customer base grew by **19%** during the period of cooperation

One-stop-shop with **dedicated operators** for each of the client's partners, with immediate, direct contact to a permanent administrator for up to several years

During the campaign, we achieved a **93% quality check score**, which is an outstanding result for cooperation that lasted several years, required extensive training and in-depth, specialized skills - full up-to-date knowledge of energy laws and regulations in the field of operation, the specialties of the competitive market in the energy sector, in addition to the service packages

End-to-end process: a **complete service** from database building to contracting and invoicing, covering all aspects of customer support

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