



Entertainment

Case Study

Description & tasks

We provide comprehensive B2C customer support to customers of the concert venue, on a seasonal basis, adjusting staff levels to account for fluctuation in contact volume over the phone, email, and chat.

Our responsibilities include answering FAQs, managing bookings/tickets, providing information about COVID-related regulations, and entry regulations to Central-Europe's largest open-air concert venue.



Segment

B2C



Services

Customer Service



Headcount

15 agents



Languages

English, Hungarian



Quality check

98%

Achievements

A **98% quality check score** in a campaign that requires outstanding soft skills due to the clientele covering all levels of society and special knowledge of pop culture and pop music artists

A **seasonal collaboration option** thanks to an on-demand service tailored to individual needs, which means that our partner does not have to recruit and train a new support team every spring

Providing a **high-quality customer experience** during the hardest years in the entertainment industry: responding to unexpected events (changes in epidemiological restrictions, rescheduling or cancellation of events, general information)

Bridging **extreme volume gaps** from a single call per month to thousands of inquiries

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