



### OUR CLIENT

Deloitte Consulting contracted with the State of California's Employment Development Department to provide contact center services to help accommodate the massive increases in volume in unemployment claims during the COVID-19 pandemic



### TELECOM'S SERVICES

Telecom was thoroughly vetted and chosen as part of a small consortium of California based contact center



### THE CHALLENGE

To rapidly staff 100 plus work-from-home California based W2 employees to accommodate an over 2300% increase in unemployment claims beginning in the second quarter of 2020. Due to the urgency of the need, all staff had to be trained and onboarded to applicable client provided systems and platforms ASAP. Additionally, due to mandatory stay at home orders, all training had to be performed using both LMS and instructor led sessions via video platform (a relatively new concept at the time).

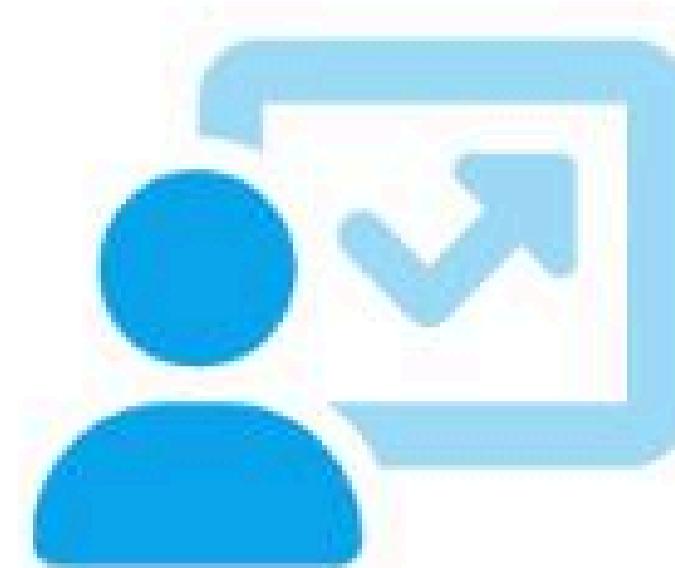


### RESULTS

Telecom agent QA scores and agent KPI consistently outperformed another consortium members.

Successfully mitigated never before seen call volumes for a period of 8 months until calls leveled off.

Due to our performance on the program, we expanded our partnership to include additional government campaigns.



### OUR APPROACH

- ✓ Designated and trained sufficient staff to provide timely and quality support to customers with unpredictable call arrival patterns.
- ✓ Seamlessly adapted to large and ongoing interaction fluctuations, increasing and decreasing staff levels to accommodate ever-changing call volumes.
- ✓ Introduced an additional key management resource, Dedicated Team Leads, to take ownership of escalated tickets and other assigned responsibilities.
- ✓ Trained staff extensively in how to effectively empathize and deescalate the unprecedented influx of difficult and emotionally charged call situations.
- ✓ Led the charge in managing and coordinating with the end client, a multinational consulting firm, and multiple contact centers, to present end users with an improved call experience.
- ✓ C-level Executive oversight.

## ABOUT US

Telecom Inc. is a U.S.-based contact center offering 24/7 services for business of all sizes, from startups to Fortune 500 companies. Our skilled team and advanced technology ensure results that exceed expectations for both B2B and B2C campaigns.