35% Increase in Customer Satisfaction.
76% More Volume Handled.

Automation and AI expanded customer support at enterprise scale.

FIVE STAR
SOLUTIONS

Logistics &
Customer Support

Precision Support for a Growing Logistics Network

AI and automation improved capacity, accuracy, and customer satisfaction.

CHALLENGE

Rapid growth pushed the logistics provider's support operations beyond their limits. Manual processes, disconnected channels, and outdated systems slowed response times and created a low first-call resolution rate. Limited operating hours made it difficult to keep up with rising demand, leading to customer dissatisfaction and inconsistent service. To scale effectively, the company needed an AI-enabled support model that could increase capacity, improve accuracy, and expand coverage without significantly increasing costs.

SOLUTION

Five Star Solutions partnered with the logistics provider to build a scalable, AI-driven support model that improved accuracy, increased capacity, and stabilized service quality.

- **Expanded** support hours for greater coverage.
- **Unified** phone, email, and chat into one system.
- **Deployed** digital agents for routine inquiries.
- **Applied AI** for routing and next-best-action.
- **Standardized** documentation and processes.
- **Improved** workflows using performance analytics.

This modernized structure increased volume capacity, strengthened accuracy, and maintained flat support costs.

RESULTS

The logistics provider saw rapid improvement across capacity, accuracy, and customer satisfaction. Unified phone, email, chat, and social media channels created a seamless experience, while extended hours and digital agents reduced wait times and handled routine inquiries. AI-driven routing improved first-call resolution, and standardized documentation strengthened consistency across the team.

With these enhancements, the company handled 76% more volume and increased customer satisfaction by 35%. The modernized support model also enabled the provider to onboard new customers and launch new initiatives without disruption. And despite the significant expansion in service, operating costs increased only minimally, delivering a stronger overall return.

PROOF IN PERFORMANCE

↑35% Customer Satisfaction
Stronger support channel experiences
AI, extended hours, and standardized workflows improved accuracy, speed, and customer confidence.

↑76% Support Volume
Higher capacity without service disruption
Digital agents and optimized routing enabled the team to manage more inquiries across phone, email, chat, and social media.

More First-Call Resolutions
More accurate answers the first time
AI-driven routing and next-best-action guidance increased agent precision and reduced repeat contacts.

Lower Cost per Interaction
Major service expansion, minimal cost increase
Automation and smarter workflows absorbed rising demand while controlling overall labor expenses.

Stronger Operational Flexibility
New customers and initiatives supported seamlessly
Five Star's scalable model allowed the provider to grow without sacrificing service quality or slowing rollout timelines.

> *"The quality of FSCC agents and management staff is very high, and the company's values and actions are exemplary. Their support has allowed us to scale efficiently while dramatically improving customer satisfaction. I recommend them strongly."*
>
> **- Vice President of Operations**

BUILD A SUPPORT MODEL THAT SCALES WITH DEMAND.

ABOUT FIVE STAR SOLUTIONS

Five Star Solutions helps businesses deliver exceptional customer experiences through outsourced service, automation, and AI-driven innovation.

Learn more: getivestar.com
Email an expert: sales@getfivestar.com
Scan QR code to contact us now