



**Massive Backlog Cleared.
Response Time Reduced**

**From 9 Days
to 4.5 Hours.**

Precision staffing and training delivered a 4,000% efficiency gain.



**Technical
Product Support**

Efficiency Transformation in Technical Support Operations

A smarter process and stronger team cleared thousands of backlogged tickets.

CHALLENGE

A sustainable energy technology company known for innovation was struggling with a growing customer support backlog. After partnering with another provider, ticket turnaround times ballooned to nine days, threatening customer trust and brand reputation. With more than 7,000 unresolved cases, the client needed an immediate, scalable solution to restore speed, consistency, and service quality.

SOLUTION

Five Star Solutions partnered with the client's leadership to stabilize operations and rebuild efficiency from the ground up.

- **Developed** a structured training for Tier 1 and Tier 2 agents.
- **Built** a robust knowledge base and product video library.
- **Transitioned** to a fully remote staffing model.
- **Equipped** agents with stronger support resources.
- **Prioritized** workflows to clear the backlog quickly.
- **Established** systems to maintain faster response times.

RESULTS

Within two months, the client cleared 4,000 of the backlogged tickets and redefined what efficient service looks like. Ticket turnaround dropped from nine days to just 4.5 hours—an incredible 4,000% improvement. The CX team now operates with an abandonment rate of less than 1%, and Five Star successfully manages all Tier 2 tickets and phone calls that were once escalated to the internal team.

Efficiency gains also allowed operations to run with 12 fewer agents than originally projected, reducing cost while delivering a faster, higher-quality customer experience. The training and tools created long-term stability, and the client's internal Tier 3 team later adopted the program.

ABOUT FIVE STAR SOLUTIONS

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

MEASURABLE IMPACT

Response Time ↑4,000%

From nine days to just 4.5 hours

Radical efficiency gain achieved through focused training and smarter workflows.

4,000 Tickets Cleared

Massive backlog minimized in two months

Prioritized workflows and daily tracking accelerated recovery.

<1% Abandon Rate

High efficiency under heavy ticket volume

Stronger coverage and real-time management kept customers connected.

↓30% FTE Required

Reduced cost without sacrificing quality

Streamlined operations increased productivity per agent while maintaining service quality.

Tier 2 Support Transitioned

Expanded responsibility to Five Star

All Tier 2 tickets and calls now managed by Five Star, while the client's Tier 3 team adopted our training resources.

TURN OPERATIONAL STRAIN INTO
SCALABLE PERFORMANCE.

Learn more:

getfivestar.com

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