

3x Partner of the Year
Recognition for sustained innovation
and service excellence

Performance Transformed:
49% Service Level Gain
76% Faster Response

Smart tech.
Strong teams.
Measurable results.



Product Support

Intelligent CX Optimization in Action

Data, tools, and teamwork combined to raise service levels and accelerate response.

CHALLENGE

A global manufacturer of office products built its reputation on reliability and customer care, but an aging support process was holding it back. With rising contact volumes and inconsistent service levels, the client's in-house team struggled to maintain speed and accuracy across channels. They needed a partner who could help modernize operations, stabilize performance, and restore a premium experience for their customers.

SOLUTION

Five Star Solutions customized a plan that embraced their client's culture and family brand while providing world-class customer care. Our implementation focused on immediate needs and strengthening the brand.

- **Empowered** agents to provide first-call resolution.
- **Enabled** agents to authorize warranty returns.
- **Expanded** hours of operation by 15%.
- **Enhanced** customer experience with improved care.
- **Implemented** AI-driven workflows to guide interactions.
- **Applied** workforce management tools to optimize coverage.
- **Customized** a data management platform to oversee CX.
- **Expanded** self-service options, deflecting routine inquiries.

RESULTS

Over a 15-year partnership, Five Star continued investing in tools that helped the client sustain these gains: self-service optimization that improved deflection by 20%, Agent Assist workflows that increased efficiency by 10%, and ongoing workforce management enhancements that strengthened quality and consistency. Our shared focus on innovation and collaboration earned multiple "Partner of the Year" distinctions as recognition of a brand that continues to evolve and deliver at the highest standard.

"Through this collaborative partnership, we have been able to provide solutions that enhance our consumer experience and ensure consumers' faith in our brand."

- VP, Customer Relations and Distribution

MEASURABLE IMPACT

49% Service Level Gain

Across every customer channel

Driven by workforce optimization and deeper operational insights.

76% Faster Response

Without sacrificing quality

Enabled through analytics and real-time AI workflows.

11% Lower Abandon Rate

More efficient routing & coverage

Reduced from 14% to 3% through smarter scheduling and escalation paths.

20% Increase in Self-Service

Greater deflection of routine inquiries.

Enhanced self-help tools and knowledge bases empowered customers to find answers faster.

10% Efficiency Improvement

Faster, more accurate agent interactions

Enabled through Agent Assist, auto-note summarization, and Next Best Action technology.

90% Return Accuracy

Precision warranty & returns management

Credible Product Return Rate improved from 20% to 90%, reducing unnecessary costs.

BE READY WHEN EVERY CALL
COUNTS

Learn more: getivestor.com

Email an expert: sales@getfivestor.com

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ABOUT FIVE STAR SOLUTIONS

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