



CASE STUDY

Small Business Administration (SBA) creates tier-1 contact center in 36 hours



U.S. Small Business Administration

In March 2020, the SBA released information about their emergency disaster recovery programs to people impacted by the coronavirus. Their contact centers immediately experienced a 10-20x increase in volume, causing callers to wait for up to an hour.

In less than 36 hours, Shiftsmart provided the SBA with a tier-1 contact center built to flex with their unpredictable needs. Shiftsmart staffed 10,000 hours of agent time to handle the influx of calls from worried small business owners. The team appropriately triaged calls based on question type, complexity, and need for personalization. This served as a critical filter for SBA resources that were completely inundated during this worldwide crisis.

Launch a better contact center, faster, with the power of the modern workforce

Shiftsmart Flex Contact Centers guarantee that you can be there for your customers when they need you most. Visit www.shiftsmart.com or email info@shiftsmart.com to learn more about launching your flex contact center with Shiftsmart.

RESULTS TO DATE:



Launched flex contact center in under **36 HOURS**



Delivered instant access to **10,000+ ELIGIBLE WORKERS**



Trained and onboarded **2,000 AGENTS** in first 48 hours of launch



Instantly flexed up to **10,000 HOURS OF AGENT CALL TIME** on first day of operation



Completely **ELIMINATED CALL WAIT TIMES**