

SUCCESS STORY

QUICK LAUNCH



How a Refinery suffered an explosion, ceased operations and moved its call center needs to Underguard in matter of hours.

ABOUT

A refinery company located in Superior Wisconsin suffered an explosion causing a nearby call center to close due to damage of its facilities.

PROBLEM

In mid spring of 2018 at approximately 10 o'clock in the morning an explosion occurred at a refinery in Superior, Wis. This event caused many to evacuate the city and businesses to close. Of those businesses a call center was forced to close; unknowing when the evacuation would be lifted.

SOLUTION

Call Centers Inc. was contacted to help until business could resume as normal for the Wisconsin call center. Within a few hours of receiving the contact, Underguard was able to set up a new dialer, CRM, and gather 20 additional agents to help fill in. After a brief training session agents were ready to assist this business. Typically campaigns can take anywhere from a few days to a few weeks to set up and launch. Underguard was able to deploy its Quick Launch operations in a matter of hours.

The staff at Underguard filled the center, installed the new software, tested workstations, trained the team and got the campaign live in just a few hours. A challenge, but nothing the Underguard team couldn't handle. Quick actions, dedication and efficient teamwork helped make this launch a success and get a call center company back and live to serve its customers by the very next day.