

## CASE STUDY

### Staffing an Omnichannel Customer Service Center

#### THE CHALLENGE

Quickly launch a 250-seat high-end Customer Service Center for a major fashion e-commerce retailer.

#### THE STRATEGY

When a major fashion rental company needed 250 high-end customer service team members for their new call center in Arlington, TX, their unique business model required team members who could easily operate in an omnichannel customer service environment. Team members needed to be proficient in telephone, online chat, video, email, and text communications.

#### HERE'S HOW WE SOLVED THIS CHALLENGE:



We took a deep dive into the day-to-day tasks of the position and created a realistic job preview. From there, **we implemented a tailor-made recruitment plan that would quickly and efficiently generate the most successful candidates for their positions.**



During the recruitment phase, we looked beyond the resume to find associates who would succeed within their culture. **Behavioral exploration helped us understand personalities, not just abilities.**



**We created custom testing environments** to ensure candidates were articulate, well-written, and remained composed in high-pressure situations.

## THE RESULT

By deeply evaluating our client's processes and working environment, we were able to quickly and effectively source the right talent needed for this unique business model. Our client's customer service center is running smoothly with their steady team of skilled talent.

**Taking extra steps to properly assess the role and ideal fit, ensures that the right associates are selected to join your team.** Not only will they excel in the roles they take and the tasks they perform, they'll also quickly assimilate to your business and positively impact your culture, ensuring their success, and yours.

## ABOUT US

Integrity Staffing Solutions is a full service staffing agency and ranks in the top 2% of agencies across the country for quality service based on Clearly Rated's Best of Staffing client survey. To learn more about Integrity or for help with your hiring needs, visit [integritystaffing.com](http://integritystaffing.com) or call 833.446.1300.

**Your workforce, *simplified.***

Need help finding the best talent for your roles? Let's work together.