

Customer Success Story

Standing up a complex claims contact center in weeks

Hundreds of agents trained, ready for a high-stakes compensation program

23

Business days, MSA to go-live

230

Agents live on launch day

25%

Bilingual agents on day one

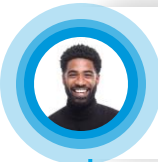
91%

Quality Assurance Score

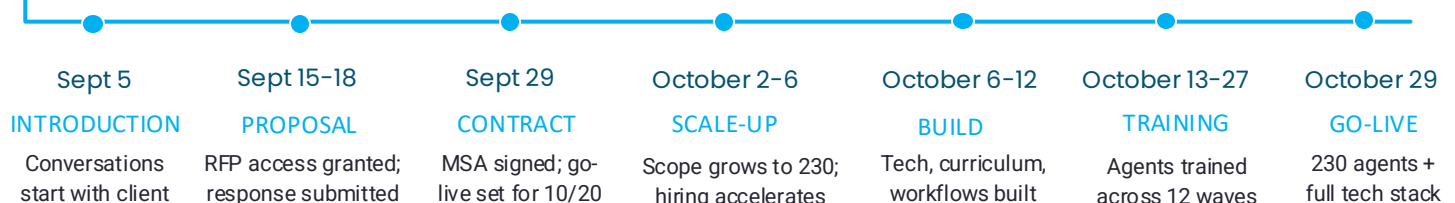
The Challenge

A major service provider needed to rapidly launch a customer compensation program following a significant service disruption, but severely underestimated the inbound support volume it would generate.

- No internal capacity to absorb a surge of complex claims conversations
- Strict regulatory timelines with zero room for delay
- Customers needed empathetic, accurate guidance during a stressful event
- Every interaction carried brand and legal risk under public scrutiny

**230 Agents** in 23 days**Program Launch****100%****Services delivered:**

- Live Agents
- Recruiting + Hiring
- Curriculum & Training Development
- Operations Management
- Omnichannel Platform & Cloud Setup
- Resource Hub



What Humach Delivered

Humach designed the operation, built training programs and a resource hub, then hired and prepared a large team of agents, supervisors, and trainers. The entire program launched in weeks, not months, with the full technology stack configured for complex, high-pressure interactions.

- A fully built contact center operation: staffing, leadership, training, workflows, reporting
- A modern platform with visibility into demand, performance, and CX from day one
- 200+ agents, supervisors, team leads, trainers within a few short weeks.

Only **23 business days** stood between MSA signing and a fully live, 230-agent operation.



Beyond Go-Live

A couple of days after go-live, Humach added AI agent assist and real-time customer experience analytics, giving leadership clear visibility into sentiment, friction, and SLA performance from week one. The client was quick to recognize the impact, and what began as an emergency rescue turned into a genuine partnership very quickly.

That story is still being written, as this organization continues to lean on Humach for support across other parts of its business.

99.92%

Service Level

91.16%

QA Score

4.78/5

Customer
Satisfaction

90%

Positive Customer
Sentiment

12 sec

Answer speed

"Thanks for all your support year to date. Great collaboration and partnership."

- Client Representative