



Enhancing Service Coverage for Oklahoma 211 with Weekend and Holiday Support

Oklahoma 211 is a renowned organization providing essential information and referral (I&R) services to residents across the state. They faced challenges in handling increased call volumes during weekends, holidays, and other peak periods, leading them to seek the assistance of a reliable call center outsourcing company. Direct Interactions stepped in to offer dedicated support, ensuring smooth operations during these critical hours and addressing Oklahoma 211's pain points effectively.



Client's Challenge

Oklahoma 211 faced significant difficulties in managing call volumes during weekends, holidays, and other high-demand periods. These peak hours strained their in-house resources, leading to delays in providing essential I&R services to callers seeking assistance. Additionally, unplanned company lunches and meetings left them understaffed, resulting in a lack of immediate support during these crucial times. They required a flexible and responsive solution that would help alleviate their staffing constraints and ensure uninterrupted service delivery.

Our Solution

Direct Interactions recognized the importance of seamless service delivery for Oklahoma 211 and tailored a comprehensive solution to meet their unique needs. We addressed their pain points by providing dedicated support during weekends, holidays, and other peak periods when their in-house team required additional coverage. The key features of our solution were as follows:

Weekend and Holiday Coverage: To address the challenges faced by Oklahoma 211 during weekends and holidays, Direct Interactions assigned a team of 4-5 agents to handle incoming calls and inquiries. These agents were available during the specified hours of 8 AM to 5 PM Central on Saturdays and Sundays and from 7 AM to 8 PM on holidays.

Flexibility during Company Lunches and Meetings: Oklahoma 211 occasionally required additional coverage during their company lunches and meetings, often with little to no prior notice. Direct Interactions efficiently managed these unexpected requests by promptly deploying 1-3 agents to man the lines during these periods. This quick response enabled Oklahoma 211 to maintain seamless service delivery without disruptions during internal staff activities.

Specialized I&R Support: All the agents assigned to Oklahoma 211 were trained in handling information and referral (I&R) calls. Their expertise ensured that callers received accurate and relevant information, guiding them to the appropriate resources and services. Moreover, the agents promptly submitted follow-ups as needed, ensuring that all caller inquiries were diligently addressed.



Results and Benefits

By partnering with our call center outsourcing company, Oklahoma 211 experienced several significant benefits and positive outcomes:

Enhanced Service Coverage

With our dedicated team of agents manning the lines during weekends, holidays, and other peak periods, Oklahoma 211 achieved uninterrupted service coverage. Callers could access assistance whenever they needed, resulting in increased customer satisfaction and trust in the organization.

Efficient Handling of Unplanned Events

Our flexible approach to addressing coverage requests during company lunches and meetings enabled Oklahoma 211 to maintain seamless service delivery even during internal staff activities. This adaptability eliminated potential service gaps during unplanned events.

Cost-Effective Solution

By outsourcing their weekend, holiday, and additional coverage needs to our call center, Oklahoma 211 avoided the costs associated with hiring and training full-time in-house staff for peak periods. This cost-effective approach allowed them to allocate resources more efficiently.

Expert I&R Support

The specialized training of our agents in information and referral services significantly improved the quality of assistance provided to callers. Oklahoma 211 callers received accurate and relevant information, directing them to the appropriate resources, thus fulfilling the organization's mission more effectively.

Through our tailored call center outsourcing solution, Oklahoma 211 successfully addressed their pain points of weekend and holiday coverage as well as coverage during company lunches and meetings. Our dedicated team of agents provided efficient I&R services and timely assistance to callers, contributing to improved customer satisfaction and the fulfillment of Oklahoma 211's mission to serve the community. Our partnership showcased the benefits of leveraging an external call center to enhance service delivery and overcome staffing challenges during peak periods, further solidifying Oklahoma 211's position as a reliable resource for the residents of Oklahoma.