

## Case Study: Customer Service for Poco Time

The **Singapore based online watch seller on eBay** is working with **Staff India** to support its customers and list products.

### PAINS AND SOLUTIONS:

1. The client needed someone to work during their business hours and respond to any customer queries and also list products on 5 eBay stores they have.
2. The respond time along with tracking deliveries has to be done promptly in order to provide great customer service.



### THE RESULT

The Client has a remote employee to do this job as Staff India has a wide availability in the different time slots.

- The remote employee is always available during Singapore business hours to answers any customer queries, track parcels or create/update listings on eBay.
- The employee is working almost independently under little supervision which made the client's life a lot easier.
- Reduced up to 80% cost on staff salaries.
- The client never has to worry about missing any customer query as they now have a dedicated person to handle that too at an affordable cost.

Staff India offers dedicated virtual employees to our clients for the various back office roles. This could be a wide range of roles from web developers through to multi skilled virtual employees.

**You are an individual, not a number. We value all our clients.**