



# Call Center Case Study: NYC Rapid Response - 311



## The Challenge

With the recent COVID-19 Pandemic, NYC's 311 call center volume increased from 50,000 calls per day to 200,000 calls per day. Wait time increased significantly and the Mayor needed to do something to get New Yorkers food. The city had to quickly add an additional team, find the correct space to house this team and allow for training, while adhering to social distancing and safety precautions. The goal was for the team to be trained and staffed as soon as possible.



## The Solution

Eclaro was tasked to hire, onboard, and train call center teams for round the clock coverage as quickly as they could be setup. Within 3 business days, Eclaro had trained and staffed its first team and within one week, had placed 120 Agents across 3 locations, 2 in Brooklyn and one in Manhattan. As requested by NYC, 75% of the call center agents were bilingual (English/Spanish), and all were trained for and adhering to social distancing rules.

After proving it could establish and operate teams according to NYC's guidelines, Eclaro was asked to increase our support to manage and handle finance related calls.

Eclaro is currently providing 24/7 coverage, with 7 different shifts, reducing wait time while supporting food and finance requests, and has helped to feed over 3.2 million New Yorkers and provide over 32 million meals.



## The Results

Throughout a global pandemic and a period of civil unrest, Eclaro was able to quickly and effectively establish a full-fledged call center for the city of New York. In addition to providing the teams, we manage the security, health and wellness procedures within the offices, the cleaning vendor and facilities, and provide water for all employees.

Eclaro provides project management, scheduling, staffing, training, and QA for management, supervisors, trainers and over 150 agents, effectively reducing call times for NY, and providing effective 24/7 coverage for millions of New York residents.

Eclaro anticipates adding 50 additional agents for this project in 2020 and continues discussions with the New York City about other Covid-19 emergency and future staffing requirements.