

Why hire a  
**COLLEGIATE  
WORKFORCE?**  
for customer support

Our clients have seen knockout KPI metrics and quality scores.



**CUSTOMER CASE  
RESOLUTION**

**AVERAGE HANDLE TIME**

**42% FASTER**

Our students resolve cases in just 11 minutes,  
beating our client's goal by 8 minutes.



**SUCCESSFUL CASES**

**90% FCR**

On average, our students resolve all but  
10% of cases on their first attempt.



**CUSTOMER ACCOUNT REVIEW**

**27% FASTER**

On average, our students outperform our  
client's one-minute goal by 16 seconds.



**ACCURACY**

**97% QUALITY**

On average, our students surpass our  
client's quality goals by over 1.5%.



**BACK OFFICE  
SUPPORT**



**INBOUND CUSTOMER  
SUPPORT**

**AVERAGE TENURE**

**1.5 YEARS**

Our students thrive at on-campus contact  
centers, resulting in higher retention rates.



**CUSTOMER SATISFACTION**

**97% RATING**

On a 5 point C-Sat scale, where 5 is  
great, our students have scored an  
average of 4.83.



Ready to revitalize your customer support?

(513) 351-1555 | [educationatwork.org](http://educationatwork.org)

Combined Wages & Tuition Assistance Awarded To Date:

**\$17,730,312**