

# How A Major Call Center Used 511 Enterprises to Avoid Client Shutdown During COVID-19

## The Story

### Description

Throughout the COVID-19 pandemic, the shelter-in-place regulations varied per state. For one major call center, their state enforced an immediate shutdown.

Because of the unprecedented nature of the need, the call center was forced to find a resolution in order to not lose calls, but more importantly, to also not lose a client.

*“When the Covid-19 pandemic began to grow in intensity, overnight it shut down one of our call centers. 511 stepped in and by the end of the second day they had completely absorbed the additional call volume without a single abandoned call.”*

Call Center Client



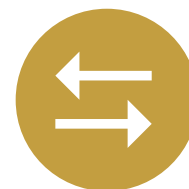
**1200+**

New calls per day handled without a single abandoned call.



**One Day**

Startup process to handle all the new calls



**300 %**

Increase in call capacity within 24 hours