

# WOW24-7 Supercharges Customer Support with Talaera



Nearly 20% Faster Median Ticket Resolution

## Overview

WOW24-7 partnered with Talaera to improve their support team’s business English. A targeted five-session course helped agents handle **difficult conversations**, respond with **confidence**, and **resolve tickets more quickly**.



## The Impact

The training led to **measurable improvements** in customer support. With **clearer communication** and faster replies, agents were able to **resolve tickets more efficiently** and **confidently**. Comparing metrics before and after the training, the results speak for themselves.

41s → 36s

median response time

15m 38s → 13m 2s

median time to close

10/10

average training quality rating

17%

faster ticket resolution

## Direct From Learners

★★★★★

“The instructor was amazing! Not only were the lessons with her pleasant and relaxed, but the materials she provided helped me feel more confident when talking to clients, express my thoughts more professionally, and handle objections more effectively. In other words, I’m really glad I attended the group session from Talaera!”

★★★★★

“The group sessions on Talaera were extremely insightful and well-structured. Not only were they engaging, but also highly practical, offering real-life communication scenarios and immediate feedback that boosted my confidence. Besides, it was a nice chance to chat with my wonderful colleagues :)”

★★★★★

“The sessions with Christina were insightful. As a customer support agent, I found it incredibly helpful to practice using the appropriate lexicon and refine how I communicate with customers. It also gave us the chance to reflect on our role, share perspectives with others, and build a stronger sense of purpose in what we do. I still use some of the techniques and mindset shifts from that class in my daily work.”

## About WOW24-7

WOW24-7 is a global customer support outsourcing company providing 24/7 multilingual service to tech, SaaS, and eCommerce brands. By combining skilled agents with advanced technology, WOW24-7 helps businesses maintain service excellence, build loyal customer relationships, and ensure engaged, high-performing teams. For more information, visit [wow24-7.com/](https://wow24-7.com/)

## Empower Your Team With Talaera



The success of the WOW24-7 team demonstrates the power of targeted language training. Whether you need to upskill your team with this proven curriculum or require a fully customized program, Talaera has a solution to meet your organization's unique needs.

Ready to see results like these? Contact our team at [talaera.com/enterprise](https://talaera.com/enterprise) to build the perfect training plan for your business.