

**Client:**

Slater & Gordon

<https://www.slatergordon.co.uk/>

**Industry:**

Legal

**Overview:**

Slater & Gordon received a large inflow of calls and enquiries on Friday, 26th October 2018.

CALLCARE stepped in as an overflow service with professional call operators answering incoming enquiries at minimal notice.

**CALLCARE's performance for Slater & Gordon on 26/10/18:**

- Total calls handled: 543
- Maximum staff occupied: 28

**Case Study: CALLCARE support client Slater & Gordon to handle high call volume for Volkswagen claims deadline.**

**Summary of Slater & Gordon's action against Volkswagen:**

Slater & Gordon are taking legal action against the Volkswagen Group after it was revealed that they manufactured vehicles that emitted illegal levels of pollutants. Approximately 11 million vehicles were produced and sold worldwide that were fitted with 'defeat devices,' to conceal the levels of toxic nitrogen dioxide the cars released.

Whilst Volkswagen was penalised in the US, Slater & Gordon is holding the company accountable in the UK. The law firm is pursuing a group action litigation against Volkswagen, on behalf of vehicle owners that have lost out financially due to the deception. Individuals eligible to compensation claims who wished to join the legal action had until Friday, 26th October 2018 to do so. As a CALLCARE client, Slater & Gordon passed over great responsibility and trust to our call operators on the day, whereby we assisted in professionally and efficiently handling hundreds of calls at minimal notice.

**CALLCARE's call handling efforts:**

On the 26th October 2018, we supported our client: Slater & Gordon with handling a large inflow of calls and enquiries. With minimal notice, CALLCARE achieved to answer 543 calls. This high call volume was in light of Slater & Gordon's Initiative to hold the Volkswagen Group accountable for manufacturing vehicles that emitted illegal levels of pollutants. CALLCARE's operators were briefed in a fast and effective manner for an immediate response to these enquiries. Slater & Gordon are an incredible example of how prepared and efficient CALLCARE's skilled operators are for last minute emergencies.

*"The Volkswagen emissions action is something that our lawyers are incredibly passionate about and we're really pleased with how many calls we received for the action. CALLCARE have gone above and beyond in accommodating our clients at such a short notice. It really goes to show how important our call answering partnership is to them."*

**Andrea Gordon, Slater & Gordon Company Director**