

**BLACC SPOT MEDIA** 

**CharterUP**

# **Modern Contact Center Solutions Powered by Twilio Flex**

Learn how we helped CharterUP migrate from their existing Contact Center as a Service (CCaaS) provider by leveraging Twilio Flex.

CUSTOMER STORY

# charterUP

**Industry**

Leisure, Travel & Tourism

**Communication Channels**

Voice & IVR

**Integrations**

Twilio Flex & Amazon Web Services (AWS)

## CHALLENGE

As CharterUP's customer base grew and business needs evolved, their existing contact center solution became inefficient and cost-prohibitive.

## SOLUTION

Within four weeks, Blacc Spot Media configured and deployed a customized programmable contact center solution using Twilio Flex, allowing CharterUP to quickly transition their agents to the new solution.

## RESULTS

With the use of Twilio Flex, CharterUP has increased agent efficiency and productivity building a digital customer journey and experience that improved response times and customer satisfaction.

## Modern Contact Center Solutions Powered by Twilio Flex

CharterUP is the "Uber" of charter bus rentals that serves Fortune 500 companies, major league sports teams, universities and many more. They partner with other charter bus companies around the country to build a network of bus rentals that can be accessed quickly and easily to meet group travel transportation needs. CharterUP's business has seen tremendous growth supporting over 300 cities nationwide with over 1,000,000 customers using their services. With an ever-growing clientele, CharterUP needed to find a better way to support their customers throughout the rental and booking process.

With over 600+ brands being supported by CharterUP, they needed a seamless, streamlined solution that allowed their agents to effectively support customers calling into their contact center. By leveraging Twilio's Programmable Contact Center, Flex, Blacc Spot Media was able to configure and deploy a customized contact center solution with enhanced capabilities to provide brand-specific interactive voice responses (IVR) for customers. Additionally, the solution delivered improved interfaces providing brand-specific information to agents as it related to bus rental customer inquiries.

Twilio Flex allowed CharterUP to experience improved operational efficiencies for its agents and increased customer satisfaction.



## Blacc Spot Media, Inc.

Blacc Spot Media is an award-winning Cloud Communications consulting firm recognized as one of Inc. 5000's Fastest-Growing Private Companies in America.

We solve our client's toughest communications challenges by providing unparalleled services in strategy, consulting, technology, customer experience, and business operations. With expertise across all Cloud Communications channels, we deliver impactful results for our clients focused on building effective communication strategies.

---

Contact Us Today  
[hi@blaccspot.com](mailto:hi@blaccspot.com)

**BLACCSPOTMEDIA** 

Cloud Communications Delivered.