

TELECOMMUNICATIONS · UNITED STATES

World's Largest D2C Carrier

After a 25 vendor evaluation, a three way pilot and internal build, the world's largest online D2C wireless carrier put Candor in front of its whole portfolio, inbound and outbound.

\$9.43M

saved since launch, after our bill

Tens of Millions

of interactions resolved

199s to 28s

average speed of answer

100%

of portfolio, in/outbound

✓ Chosen After Bigger Bets Stall

The parent company spent \$100M+ over two years on an internal build with a frontier model provider and hadn't launched a voice bot at scale. The client's care leadership evaluated more than 25 voice AI vendors and ran three pilots (and one of their own). Candor won and was scaled to 100%.

✓ Covering the Whole Portfolio

Two brands and 5+ million subscribers in English, Spanish and Mandarin, across sales, retention, tech support, etc. Coverage spans major outages, billing cycle spikes, promos and seasonality, removing the need for a staffing buffer. The concierge was live and resolving 27% of all inbound interactions inside two weeks.

✓ Serving More Customers with Fewer Humans

Demand rose 16% while the human agent roster fell 34%. Occupancy came down from 90.3% to 78.5% and NPS rose from 44 to 48, while AHT and FCR stayed steady, requiring 589 agents instead of 971.

✓ Billed Only on Resolution

No platform fee, no implementation fee and no minimum, and nothing billed when a conversation escalates to a human. The client keeps the breakage and AHT reductions, expected to top \$1 million a year.

PROGRAM AT A GLANCE

BRANDS

2, totaling 5+ million subscribers

VOLUME

About 50,000 interactions a day

LANGUAGES

English, Spanish, Mandarin

QUEUES

Sales, retention, tech support, etc.

BILLING

Per resolution, nothing upfront

"It's been an absolute pleasure working with you and the team ... a phenomenal crew, and you're **top of the league.**"

DIRECTOR OF CARE REVENUE · 5+ MILLION SUBSCRIBER MONTHLY SUBSCRIPTION SERVICE

We've Been You, Now Let Us Help You

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