

Green Energy Provider Doubles Salesforce with Ubiquity's Help

Teaming up with Ubiquity drove green energy adoption through superior sales performance. Ubiquity's flexible, high-performing teams delivered a 35% conversion rate, 30% faster AHT, and helped double the salesforce in just 90 days.

Challenge

Green energy company needed a partner to support rapid scaling of its high-performing sales operation while adapting to a fast-changing environment.

Solution

Ubiquity deployed agile, top-tier sales teams that consistently outperformed benchmarks and scaled alongside the company's growth goals.

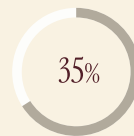
Key Actions:

- Launched sales support with teams trained to meet dynamic energy market demands and customer needs.
- Improved sales process efficiency, cutting average handle time by 30% while maintaining service quality.
- Scaled hiring rapidly, doubling the salesforce in three months to support campaign expansion.
- Consistently exceeded KPIs, leading internal and partner centers by 3–5% across all metrics.
- Provided ongoing optimization through real-time coaching and feedback loops aligned to the client's goals.

Results

Performance-driven collaboration fueled success.

- ★ Achieved 35% sales conversion rate, exceeding industry norms.
- ★ Reduced average handle time by 30%, improving team efficiency and customer experience.
- ★ Doubled the salesforce within three months due to strong performance.



35%

Conversion rate

30%

Reduction in average handle time

Ubiquity is flexible, high-performing, and committed.

—Executive Director of Sales Channels

Ubiquity's adaptable sales approach helped exceed their sales goals, proving the value of a strategic, high-performing CX partner in a competitive market.