



Case Study: Mason Bottle Delivers Exceptional Customer Support with HelpSquad

Client Overview

Mason Bottle is a small, parent-founded company creating sustainable, non-toxic baby bottles. The brand focuses on convenience, safety, and personalized support for busy parents.

Challenges

Mason Bottle's small team of seven struggled to respond to customer inquiries in real time. Parents often had questions outside normal working hours, leading to delayed responses and potential lost sales. The company needed a way to provide immediate, personal support around the clock.

Solution

Mason Bottle partnered with HelpSquad for 24/7 live chat support. Agents answered questions, resolved order issues, and provided guidance while maintaining a personal touch.

Results

- Provided 24/7 support, increasing customer satisfaction
- Reduced abandoned online purchases and lost sales
- Maintained a personal, human connection with each customer
- Allowed Mason Bottle team to focus on product development and growth
- Strengthened brand loyalty through immediate and reliable support



HelpSquad

About our Services

About Us

HelpSquad provides 24/7 support to make work easier for businesses and healthcare teams. With over 20 years of experience, we handle calls, emails, chats with the customer experience in mind. Our services are flexible, affordable, and fully transparent, integrating smoothly with your systems. HelpSquad's trained team delivers reliable, caring support, giving businesses and healthcare providers more time to focus on what matters most while keeping customers and patients happy and supported.

Services Offered

- Customer Service Outsourcing
- BPO Services
- Call Center Outsourcing
- Live Chat Outsourcing
- Virtual Assistants
- Virtual Receptionists
- Part-time receptionists
- P2P Campaigns
- Knowledge based management
- Virtual Medical Assistants
- Call Center teams
- Healthcare BPO
- Medical Billing and Claims processing

Contact us

