

Scaling a Support Team From 30 to 200

The operating numbers from one real remote support operation, published by AamirTechs as a reference for operators planning their own scale.

30 to 200+ agents, remote support team scaled	95%+ quality held on sampled QA throughout	10,000+ customer interactions per day at full scale
-18% average handle time across the scale	+25% first-contact resolution across the scale	20+ hrs/wk of manual reporting replaced by automation

The sequence that made it work

Playbooks were documented before each hiring wave, so new agents learned a system instead of shadowing habits. QA sampling started before quality was a problem, making it a coaching tool rather than a disciplinary one. Reporting was automated early, while the operation was small enough that building it was cheap. Measurement moved from daily totals to per-hour views, because support operations live and die by their peaks.

What had to change on the way up

Hero culture (the agent who just handles it) becomes a single point of failure at 200 seats. Meeting-based coordination stops aligning anyone once shifts and time zones multiply; coordination has to move into written rhythms and dashboards. And tribal knowledge, anything known by fewer than three people, has to be documented, or it quietly becomes a queue of its own.

Context for citation

One remote, chat-heavy customer support operation, scaled from 30 to 200+ agents. Quality measured on sampled QA scoring; efficiency on average handle time; effectiveness on first-contact resolution.

Figures are the operation's own published results, shared for comparison and planning. Full write-up:

<https://aamirtechs.com/blog/scaling-support-team-data/> - Case study:

<https://aamirtechs.com/portfolio/#case-operations>

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