

# CALL CARE

INTELLIGENT OUTSOURCING SPECIALISTS

CUSTOMER SERVICES

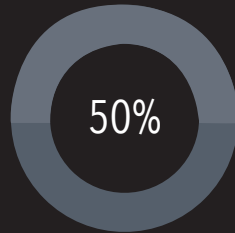
UNMISTAKABLY DIFFERENT

## SERVICE

We believe that good customer service is the key to any successful business, particularly in the UK's service led economy. An integral part of customer retention is the care and service you provide. We provide unparalleled customer service to support our client's, ensuring all calls are answered and any queries are dealt with 24/7.

Our customer service teams house experts in call scripting or call flow management. Our specialisms range from customer services and help-desk support to diary management, booking and order lines. No longer are callers frustrated by engaged tones, automated messages or hold music when trying to reach our clients. All calls are answered by our efficient and helpful customer service executives to resolve issues as if part of the company and help them along their journey.

50% of customers will use a company more frequently after a positive customer experience\*



## SOME OF THE REASONS CLIENTS USE OUR SERVICES

-To extend their operation hours to 24/7 and fulfil customer service obligations. With a greater capacity to capture all calls and expertly provide quick and seamless responses to all queries.

-To reduce costs while continuing to deal with growing call volumes and covering phone lines around the clock.

-To increase revenue by helping callers complete their journey and secure new business for clients.

\*2014 NewVoiceMedia Research

FIRST... FOCUS, INTELLIGENCE, RESOLUTION, SEAMLESSNESS, TRANSPARENCY



## PEOPLE

We pride ourselves on our in house recruitment and rigorous training to bring our customer service executives up to our accredited standards. Any specific instructions from clients are incorporated into this training.

All our customer service executives are experienced in dealing with customer queries patiently and empathetically. By using these skills they can provide resolution for callers and help complete their customer journeys. We understand the need to manage calls effectively to ensure revenue continues to reach our clients.

## PROCESS

The usual set up for our clients involve our trainers to first work with you and be trained according to your preferences and guidelines. Then our trainers deliver the training to our customer service executives.

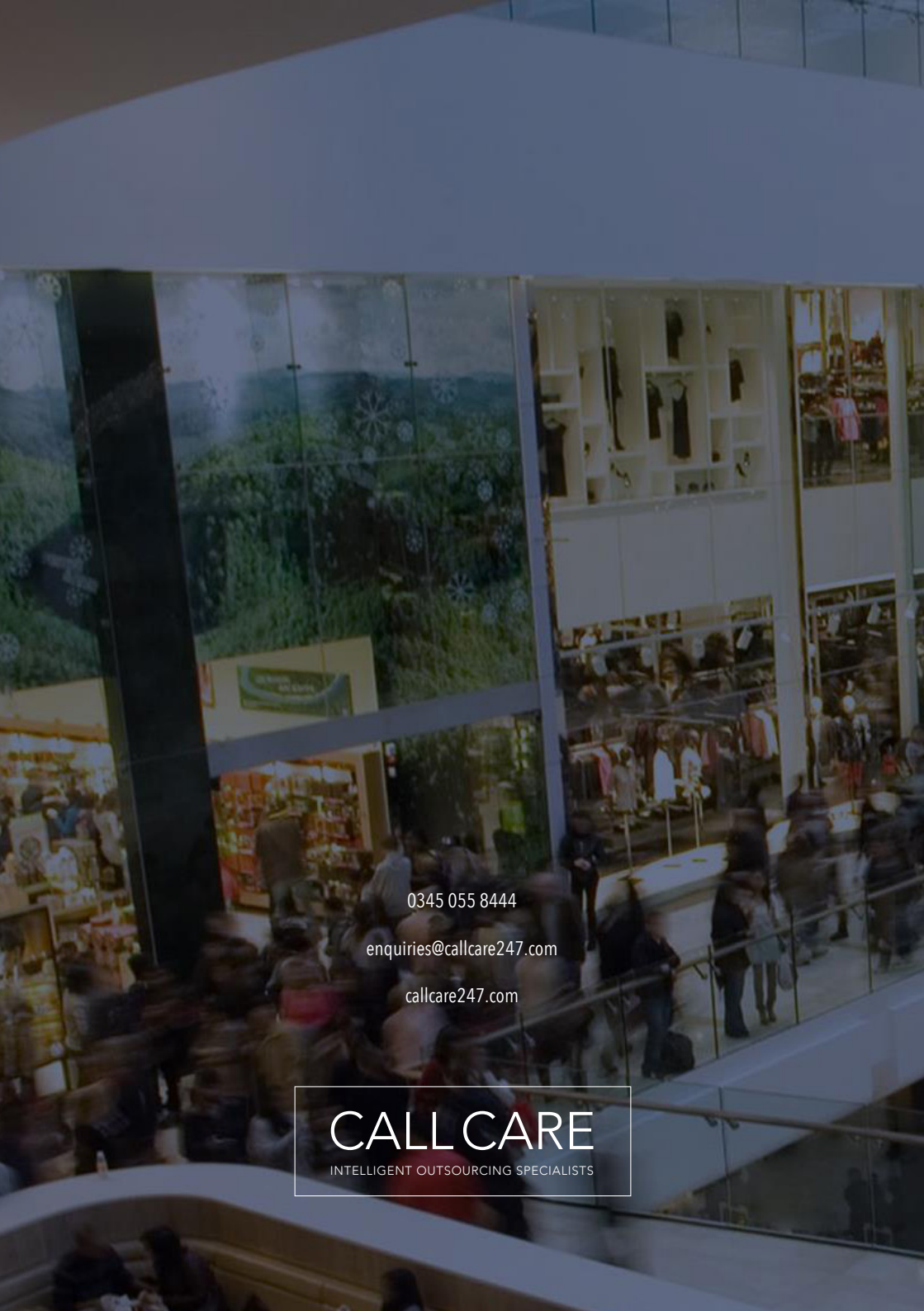
As part of the process we will continue to evaluate the scripts put in place to see if they can be made smoother or more efficient.



## DELIVERY

All our services are tailored to your exact requirements and levels of quality are constantly monitored to make sure our client's calls are answered to their exact specifications.

When our client's calls reach our contact centres they go through a skill based routing matrix that then matches the call to a customer service executive to handle the call. All calls reach these executives in a timely manner so no callers are left waiting and are able to speak to someone who can helpfully deal with their query.



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