



CALLCARE

INTELLIGENT OUTSOURCING SPECIALISTS

REMOTE SWITCHBOARD

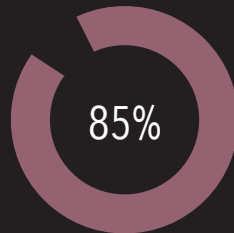
UNDERSTATEDLY POWERFUL

SERVICE

Our clients miss no calls when using our remote switchboard service. Whether to support their existing switchboard staff during busy periods and staff shortages or fully outsourcing to us to handle all calls to their switchboard; we help maintain high service levels of call answering.

All calls are handled by expertly trained switchboard operators when outsourced to us. Each client's professional brand image is projected to all callers and clients. All calls are answered so no new business opportunities or client calls are missed. Using us allows our clients to filter out relevant and irrelevant calls. An outsourcing solution has also been a proven way to reduce operation costs.

85% of callers will not call back if their call is not answered the first time*



SOME OF THE REASONS CLIENTS USE OUR SERVICES

- To extend their operation hours to 24/7 and capture all marketing responses, new enquiries and client communication.
- To reduce costs while continuing to deal with growing call volumes and covering phone lines around the clock.
- To increase productivity for staff during their work day by filtering relevant calls from the irrelevant.

*2015 BT Survey

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



PEOPLE

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

All our switchboard operators are experienced in dealing with high volumes of calls while ensuring that individuality and personality is conveyed to all callers. As an alternative to an IVR, operators politely filter relevant and irrelevant calls for clients. Our operators also act as sign posters by putting callers through to the right department or appropriate person.

PROCESS

Our operators also act as sign posters by putting callers through to the right department or appropriate person. 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 switchboard operators. 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

When our client's calls reach our contact centres they go through a skill based routing matrix that then matches the call to a switchboard operator to handle the call.

All callers reach these operators in a timely manner so no callers are left waiting and are able to speak to someone who can deal with the call while projecting the client's brand image and tone.



0345 055 8444

enquiries@callcare247.com

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