

CALLCARE

INTELLIGENT OUTSOURCING SPECIALIST



Dulux Customer Services

Dulux is the UK's leading paint brand, with a wealth of products and services designed to help you find the colours that you'll love in your home, and give you the expert knowledge you'll need to achieve great results.

The problem

Dulux's customer service phone lines went down after an internal problem with their customer service line.

Our solution

Having already provided Dulux with a Disaster Recovery line, we were able to step in within an hours notice to switch Dulux's customer service line over to our team at CALLCARE.

We handled Dulux's customer service line for 5 days while they undertook internal repairs to get the line back up and switch back over from our team. During that period we handled 1,115 calls with an average ring time of 9 seconds.

Thank you for your support, whilst this was an annoying thing to happen for us it was useful to test the support you can offer, your service helped us to maintain contact with our customers.

Sean Godding
Technical Advice Centre Manager