

Contact Centres

We work in close partnership with our clients to deliver the highest quality, full brand extension customer experience. Our expert contact centre outsourcing and call handling services will ensure your company stays at the forefront of customer communication.

Omni-Channel Services

Our multi-channel contact centre services will enable your customers to communicate through their channel of choice, whether that is phone, e-mail, live chat or social media; delivering a totally integrated customer experience.

Call Centre Services

We offer flexible and scalable inbound and outbound call handling services that can reduce your costs and significantly improve your customer retention, first contact resolution, ROI and net promoter score through our expert, multi-skilled teams.

Automated Comms

Through interactive voice response (IVR) and short message service (SMS) communications we can deliver simple yet highly effective customer interactions on your behalf through our experienced team and high spec technology.

YOUR BENEFITS

Scalable infrastructure

Highly flexible operating models to cover contact volumes regardless of the size of your contact centre service requirements.

Seamless brand extension

We work closely with you to ensure we fully understand your organisation's culture, processes and contact centre objectives.

Multi-skilled teams

All of our team members undergo regular and extensive contact centre service training delivered by our in-house team of expert coaches.


CLIENT SUCCESS STORY

The Times

In 2013 British national newspaper The Times contacted us to help transform their customer service through an integrated Omni-channel solution. In response we created a dedicated and fully branded 80 seat contact centre, which delivers call handling, live chat, email and social media services. Our team has successfully reduced customer churn and increased sales, customer satisfaction and subscriptions; handling over 350,000 customer contacts every year.

 **350,000+** contacts per year

 Customer retention up **35% to 55%**

 Customer satisfaction constantly above **90%**

