

# Fully Outsourced Reception Services

The GFM Bureau team can help your business through our industry-leading customer services experience offering flexible, seamless and scalable call and email handling which leaves you in control of how you divert to us, and how often.

## Seamless Brand Extension

The GFM Bureau team was created to help your business, and whatever your size or industry, we have a range of services to suit you. We present ourselves as part of your customer service and business development team and in a manner that conforms to your business values. Our quality onboarding process and experience of working with some of the UK's largest brands, will ensure that we can talk with your customers at any time so you can spend more time working in your business.

## Flexible Services

Our bureau operation is entirely flexible, allowing you to switch the service on and off as required and apart from a small monthly management fee you only pay for the calls and emails we handle on your behalf.

## Scalable Support

We offer a flexible and scalable support team to capture all inbound calls or only those that overflow from your teams, which can be particularly beneficial for seasonal business periods. We can also provide you with detailed daily activity service reports.

## SERVICES OVERVIEW

- Bespoke telephone answering service – save money on having a dedicated reception team
- Fully trained, friendly and skilled customer service agents
- Always flexible pricing according to call volumes
- Flexible contracts – 1 month rolling
- Dedicated account manager and reporting
- Award winning call centre
- Outbound appointment booking service
- Call overflow so you never miss a customer
- Support disaster recovery situations

## Never Miss Another Customer Ever Again

GFM ClearComms is an industry-leading, specialist customer experience agency that has been delivering flexible, scalable outsourced contact centre services for almost 30 years for well known brands such as; David Lloyd, Children in Need and Sky. We work side-by-side with our clients to ensure we fully understand their culture, processes and objectives before then helping them develop highly effective customer service strategies.

We have a call and email handling bureau that operates 24/7, 365 days of the year, enabling our clients to handle the peaks and troughs of call volume and ensuring customers are dealt with efficiently and professionally so you never miss one again; and they will never know they are speaking to a third party.

