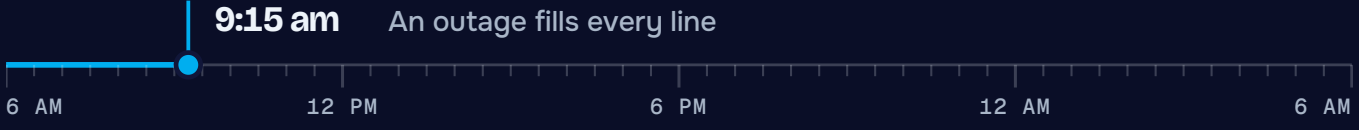
Phone support teams

Trained agents answer your customers' calls in your name, to scripts you approve.





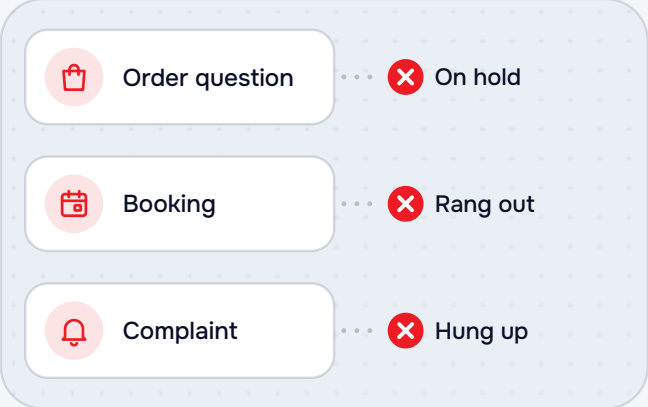
Who it is for

Support and operations leaders at medium and large businesses whose call volumes have outgrown their own team, or whose phone system is holding them back.

- FIRMS WITH SEASONAL PEAKS
- COMPANIES AFTER A MERGER
- REGULATED BUSINESSES
- FIRMS WITH AGEING SYSTEMS

When calls arrive faster than hires

- Queues spike with the season, a launch or an outage, faster than you can hire and train people.
- An ageing phone system in your building, or several left over after a merger, gives no single view of calls.
- In a regulated business, calls must be recorded, checked and kept under strict rules.



BEFORE: CALLERS WAITING OR LOST

What we take on

Trained agents take your customers' calls in your company's name, from your scripts and in your own systems. Calls outside the agreed rules go to the person you name. We can also set up a cloud contact centre, so every call is routed, recorded and reported in one place.

Calls answered in your name

Agents take orders, bookings, account questions and complaints, working from your scripts and knowledge base.

Checked to your scorecard

Calls are scored against a scorecard agreed with you, with real examples of good and poor calls.

One place for every call

A cloud contact centre routes, records and reports calls, linked to your CRM so agents see who's calling.

How it works

TOGETHER

1

TOGETHER

We study your calls

We look at why people call, how many calls come in each hour and your current scripts. Together we decide which calls stay with your staff.

2

TOGETHER

We agree the rules in writing

That covers the scripts, what agents may decide alone, when a call goes to your team, service levels, the scorecard and the data contract.

3

TOGETHER

We learn what your experts know

Your specialists walk us through the exceptions that aren't written down, and we write them into the knowledge base.

4

TOGETHER

We start with part of your calls

A first phase might be one queue, set hours or your busiest times. We widen it only when the measures you set are being met.

What you get

- ✓ Trained agents on your inbound lines, working from your scripts and knowledge base
- ✓ A quality scorecard agreed with you, and calls scored against it
- ✓ A recording and a note of each call, kept as your data contract says
- ✓ Regular reports on call numbers, waiting times, why people called and call quality
- ✓ A cloud contact centre linked to your CRM, with your numbers moved across

What we need from you

- One person who approves scripts, rules and changes
- Call reasons, calls by hour and recent recordings, if you have them
- Your scripts, knowledge base, policies and complaint process
- Access to your CRM or helpdesk, limited to what the work needs
- Your data protection terms and call recording rules

Timeline We agree the timeline with you before we start.

How you stay in charge

Agents work to rules you approve, and you can check any call.

Scripts and rules you approve

You approve the scripts, what agents may decide alone and which calls go to your staff. Changes wait for your yes.

Calls and reports you can check

Listen to any recorded call, read any call note, and get regular reports on call numbers, waits and quality.

Recordings and notes are yours

Each call is recorded and noted, then kept as your data contract says. We act only on your written instructions.

Change, pause or end it

Ask to change scripts, hours or call types, or pause a queue, at any time. End it on your contract's notice terms.

Questions people ask

Which hours and languages do you cover?

We agree the hours, time zones and languages with you before work starts, once we have seen when and how your customers call.

Who controls our customers' data?

You do. We act only on your written instructions, under a data processing contract covering security, audits and what happens to the data at the end.

How are card payments taken by phone?

We agree the method with you and your payment provider before payments start. Card rules say the security code must never be kept, even in recordings.

A phone team or a cloud contact centre?

A team is the people who take your calls. A cloud contact centre is the software the calls run on. You can have either or both.

Tell us where your calls back up

Bring a month of call data if you have it. We'll talk through which calls to hand over first and what your phone system needs.

Every phone team and platform project is quoted in writing after a free consultation.

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