

# Achievement Awards Contact Centre Services

Flexible capacity. Latest technology. Skilled staff. Detailed reporting. What more do you need from a customer contact centre?

Achievement Awards Contact Centre Services offers everything you need from an outsource customer contact centre. As the back-end platform for your promotional campaign, or an overflow resource for your in-house contact centre, we offer a range of services supported by best-of-breed technology and fulfilment systems, detailed reporting capabilities and selective staffing.

Backed by the infrastructure, management systems and operational experience of Achievement Awards Group, we're geared to deliver first-class service levels to you and your customers.

## Customer Contact Management Services

**Inbound services** are provided in a high service level and customer satisfaction driven environment.

- Automated call, fax, email, web query and sms distribution
- Agent skills for query management, fulfilment support, technical support or sales promotion activities

**Outbound services** are provided in a results-driven, incentive oriented environment.

- Automated call, sms, email
- Event-driven call management for customer service follow-up, research surveys or marketing related contact operations

**Automated and self-service systems** offer a cost effective option for high-volume client requirements.

- Fully integrated and customisable IVR (interactive voice response) systems include voice recognition and custom database integration
- Technical staff will develop and integrate online self-service options

# FACT SHEET

## Contact Centre Systems

**Overflow and disaster recovery** for business support and continuity.

- Multiple redundant inbound call and internet connectivity
- 24 x 7 facility access, security monitoring and IT support

### Technical and Reporting Services

**In-house technical support and development** to implement and manage custom requirements for true business process outsourcing.

- In-house systems analysis, design and development of custom systems
- Experienced with client systems integration in both corporate and small business environments
- Real-time, customisable reporting
- Linked warehouse and fulfilment systems
- ISO 9001:2000 certified processes

### Customer contact agents

**Skilled, experienced staff** and strict quality assurance processes keep customer service levels high.

- Selective recruitment
- Formal company induction
- Integration and product training
- Special skills training
- Company work-life benefits

### Facilities

Located at the Achievement Awards Group Business Campus in Westlake, Cape Town, Contact Centre Services offers:

- Up to 200 seats
- Provide separate areas for fully-branded or sensitive data campaigns
- 24 hour security guards
- Secure parking
- Comfortable, modern work space and staff amenities
- Staff training facility and integration zones
- Back-up power and generator

### Part of Achievement Awards Group

Achievement Awards Contact Centre Services is part of Achievement Awards Group. For more than 3 decades, Achievement Awards Group has provided full-service incentive and performance improvement programs that have motivated, recognised and rewarded millions of people across many of South Africa's top organisations.

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