



Contact Centre Services

Selective staffing. Flexible capacity. Range of customer contact centre services backed by latest technology, linked warehouse and fulfilment systems, detailed reporting.

Outsource your customer contact centre needs to a first-class service provider. We can assist with complaints handling, telemarketing, lead management, surveys and more. Customer contact agents are skilled, experienced and thoroughly trained to meet high service level standards for both inbound and outbound campaigns.



We also offer automated, customisable call management systems. Technical and reporting services include systems analysis, design and development, real-time customisable reporting and links to our warehouse and fulfilment systems. Get the full support you need from a strategic solutions provider.

How it works

Efficient, well-spoken staff trained to focus on desired outcomes, rather than scripted conversations, and sufficiently experienced to read between the lines of customer comments. We help you deliver a first-class brand experience that supports customer loyalty



Latest technology and skilled IT staff provide consistent, reliable solutions, tailored to your customer communication requirements. You get the customer contact solution you need without the technology investment or operational overheads

As the back-end platform for promotional, loyalty or gift card campaigns, or an overflow resource for your in-house contact centre, we offer a full range of contact centre services.

Facilities are on-site at our secure AAA grade offices providing a safe, comfortable environment conducive to top performance and superior customer contact

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

We work with you to develop a campaign business case focused on financial impacts and benefits. Real-time reporting gives you a detailed, transparent perspective on progress. On-going reviews check consistent campaign alignment. Tight management ensures you achieve the results you're looking for

How we work with you as a strategic partner to fulfill your customer contact objectives.

Determine your needs

- Objectives, business case development, return on investment, total cost of ownership

Define requirements and service level standards



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 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 can include voice recognition and custom database integration
- Technical staff will develop and integrate online self-service options



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

Define technical and reporting requirements

- 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

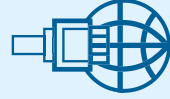
Select customer contact agents with appropriate skills, temperament and values to support your brand image

- Strict quality assurance processes keep customer service levels high
- Selective recruitment
- Formal company induction and work life benefits for permanent staff
- Integration, product and special skills training



Contact centre systems technical information

Hardware



- Alcatel 4400 and Asterisk servers
- PRI & IP switching platform allowing for manipulation and routing of trunkside telephony signals on PRI trunks
- Call routing with Neotel VOIP and Telkom landlines
- 100 mb network with 1 GB fibre backbone
- HP switching infrastructure
- 5 PRIs (30 channels per primary rate interface) allowing up to 150 concurrent calls
- 2 mb leased line, 2 Telkom ADSL lines and Neotel QIMAX for internet connectivity and redundancy

Hardware capabilities



- Configurable for inbound, outbound or blended operations
- Automated call, fax, email, web query and sms handling
- Fully scalable with optional features that can be added as required
- Specialised customisation services for CRM applications, database integration and specialised reporting services
- Voice recording
- Interactive voice response (IVR)
- Intelligent Call Queuing (ACD)
- Predictive dialler
- Real time call statistics (online wallboard)

Software



- In-house developed, written in Delphi with an Oracle database
- Queuemetrics
- Request tracker (for email handling)
- Agent supervision
- Statistics (can be customised)
- Call history, action lists, reminders, call categorisation and priority management

Customisable data capture



- Tracking of fulfilment progress (linked to our incentive products)
- Linking to AwardsSurvey (our telephonic survey product)
- Overflow and disaster recovery
- Daily tape backups stored off site
- Full standby services on all PBXs, database servers, internet and telephony infrastructure

Why Achievement Awards Group?

30 YEARS

Technology expertise and systems developed over 30 years of business process experience



Contact centre staff selectively recruited and experienced in meeting high service level standards and low attrition levels

Food for thought

The costs associated with real estate, salaries, benefits and technology upgrades make it difficult to run an in-house contact centre. Achievement Awards Group eliminates these costs, while offering you all the advantages of a highly skilled dedicated support team.

Find out more
Email info@awards.co.za
or call us on +27 21 700 2300