

Supporting your customers 24/7



"9 out of every 10 senior business managers claimed that the ability to support customers 24/7 was of significant importance"

"91% of the same audience stated they would pay a premium for around-the-clock services"

"Just 17% of firms offer staff the flexible working options to facilitate 24/7 customer support"

All findings relate to 2008 survey by Avaya.

Around-the-clock customer support means your business may be paying a premium for nightshift cover where a small number of agents may handle a very small volume of calls.

Outsourcing your night-time support to CTL offers an attractive solution. It allows you to maintain 24/7 support, whilst generating costs saving for your business.

Both performance and customer experience can be improved and with CTL Europe fully adopting your brand culture in supporting your customers, outsourcing your support will be completely seamless.

Outsourcing gives access to advanced applications, capabilities and capacity. The services opposite provide an indication of how CTL Europe can improve customer relationships, loyalty and value.

The CTL Europe solution

CTL Europe appreciates the value of 24/7 operation for a business and has been running a 24/7 customer contact and processing centre for close to 10 years. Our Wembley-based centre offers multilingual call handling, helpdesk facilities, CRM, database management, email, text and voice messaging services and administrative support - all without the high set-up costs associated with large call centres.

CTL's out-of-hours services:

- First and second line helpdesk
- Technical support of hardware and software
- Single point of contact account management
- FAQs and service requests
- Webchat / Live support
- BCM recovery centre and facilities
- Call recording for monitoring performance and compliance
- Ancillary revenue (tiered support, upsell, loyalty etc.)
- Dedicated resource unimpacted by leave and staff turnover

