

Premium Rate and User Pays Services

CCS provides services in Australia for UK Visa, British Passport and United States Visas, via the Telstra Premium Rate, user pays system.

Calls are charged from \$1.15 cents per minute for automated IVR service and \$2.75 for access to the highly trained CCS/UK Visa/Passport and US Visa agent teams in the Sydney call centre. Callers access the agents through the IVR by pressing the star key and accepting the appropriate tariff that applies, with the charges billed back to the caller on their [Telstra, Optus or AAPT] telephone account. All of the information required by callers is available within the excellent IVR scripting and the web site URL is advised frequently for free self service. For callers waiting on hold or in a queue for an agent to answer, the tariff reverts to zero, for fairness and accountability.

At CCS we are experts at setting up combination live agent and user friendly IVR and Voice recognition systems for complex information and booking services. These excellent combined IVR/live agent services provide high levels of user satisfaction and affordable 24/7 service.

Our experience is that up to 60% of all callers to IVR services opt to speak with a CCS 'live' agent at some point in their interaction. Average call duration for the calls is 5 minutes, inclusive of time spent in the IVR and time talking to the agents.

For callers unable to access the 1902 services [approximately 15% of Australian telephone subscribers are blocked from access] a separate number can be established, whereby an appropriate charge is made to the callers credit card with an unlimited call duration call is taken by one of the CCS expert agents. Document sets can also be made available and are able to be sent by mail. These are also charged through the Premium rate service at \$3.45 per set [All prices are Australian dollars and include GST].

Similar services are able to be established for appropriate clients by CCS. These can provide 'live' or a combination of live and IVR or Voice Recognition call centre services. Such services can be subsidised by up to 80% of the cost of providing the service, through the Telstra Infoplus Premium Rate user pays facility. The travel industry, tourism and travel related services are particularly appropriate for this service model.

Please call us on 99490899 or email cpayne@callcentreservices.com.au to arrange a discussion with the CCS experts.

Call Centre Services – Australia

Australian Owned, Australian Staffed, Australian Privacy