

The specialist travel advisory team at ‘Call Centre Services’ in Sydney’s northern beaches, celebrates its third year supporting the US Consulate General in Australia

April 28, 2008 - Sydney’s Call Centre Services [CCS] celebrates the third year of its appointment as the specialist 'live' operator service for the United States Consulate General [USCG] Visa information services for Australia.

Utilising state of the art telephone technology, sophisticated database software and locally employed specialist visa information support staff, the CCS customer contact centre operates from Manly Vale in Sydney’s lower North Shore. Call Centre Services has worked closely with the USCG Sydney personnel since winning the tender in late 2006, with comprehensive training and induction programs for the CCS agent team. A new custom built IVR system uses the User Pays Premium rate multi tariff Infoplus service, which provides 24/7 self service, with live agent support available from 8am – 7pm weekdays. Calls can be made to 1902 941 641 to utilise the automated system with variable timed rates with star key access to the agents, or direct agent untimed access, is available via 1800 687 844 for a fixed fee.

CCS experience in Visa, Passport and related travel advice are an essential part of maintaining high customer service standards and providing accurate information. In addition to the US Consulate, CCS also works with the British High Commission – Canberra, providing the telephone services for UK visa and British passports applications. Connector Motorways [operator of the Lane Cove Tunnel & Falcon Street Gateway], the Department of Broadband, Communications and the Digital Economy ,AUSTRADE and Woolworths Limited, are also high profile clients of CCS.

Highly trained, dedicated specialist agent teams, combined with the management of Premium rate IVR, and speech recognition systems by long time CCS business partner Total System Solutions [TSS], are critical components of the overall CCS travel related service model.

The Client Services Director of Call Centre Services, Mr Chris Payne stated “We all hear comments and complaints from friends and colleagues seeking travel services, who have been frustrated with the standards that some travel industry call centres provide. Adverse comments frequently come where Australian customers are calling Australian telephone numbers, but being diverted and answered in offshore locations - such as in India, Indonesia, Thailand and the Philippines. What they really want is to talk with a local Australian representative in their own country. We have teams of friendly, knowledgeable, Australian customer service staff, who are properly trained and have genuine local knowledge. We are trusted and empowered by the organisations we represent to resolve the caller’s issue”

Mr Payne added, “Our relational databases or direct interface into our Australian client’s systems ensures Australian based customer privacy. The local presence - we are close to Manly in Sydney, gives us a good base for the recruitment of intelligent staff and with our team environment, we have excellent staff stability. Close relationships with clients such as the US Consulate General, allows us to work together to provide consistent service at high levels of first call resolution, which in our US Visa service currently exceeds 97%.”

Mr Payne concluded “The CCS travel related services can be provided as a User Pays telephone service, as we do in Australia for the US Consulate General Visa and the British High Commission Passport and Visa services. In this model, a specialist CCS travel related call centre service team can be provided at a ‘close to’ or totally ‘cost neutral’ fee to a CCS client. This facility is only available to organisations dealing directly with the Australian public and can be discussed by contacting CCS on 02 9949 9999.”

Call Centre Services – Australia

Australian Owned, Australian Staffed, Australian Privacy

Call Centre Services was founded by Chris Payne and Nigel Metcalf in 1997 as an Australian outsource telemarketing and customer service contact centre. Based in Sydney, the privately owned company has grown organically with a closely controlled number of long-term clients, supplemented by short-term ongoing project work. It has the capacity to handle up to 16,200 inbound service calls an hour. All of CCS’s workstations are fully computerised, use integrated telephone and database systems, support broadband, cable and digital communications are fully redundant and can connect directly to clients through virtual private networks, modems or routers. The company takes pride in that over 70 per cent of calls to its centre are answered by a consultant without being placed in a queue and that its staff turnover is less than ten per cent a year - both figures are very rare in the contact centre industry. It has clients in Australia and New Zealand, including:- Allergan, the Australian Rugby Union, Connector Motorways [the Lane Cove Tunnel], Westmead Children’s Hospital, Optionetics, The Australian Institute of Mathematics, Infobreak, the British High Commission – Canberra, United States Consulate General. For the British High Commission, the CCS team provides specialist visa and travel support to the 950,000 Australians who visit Britain each year and Passport services for the 1.6 million UK citizens in Australia who are entitled to a Passport. Over 130,000 calls are received each year.

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