

*We look after
your customers*



CALLCENTRE *Services*

'LIVE' CUSTOMER CARE



**IN TODAY'S BUSINESS
WORLD, GREAT
CUSTOMER SERVICE
IS THE ESSENTIAL
COMPETITIVE
ADVANTAGE.**

Call Centre Services is a specialist outsource telephone and web call centre dedicated to providing your valuable clients with 'worlds best practice' customer service. Our customer contact centre is equipped with leading edge technologies run by professional communicators. Our training programmes are ongoing and business growth is managed to ensure we maintain the responsiveness and flexibility of service only possible from a committed customer focused business.

Call Centre Services is part of the web convergence, providing support for businesses with growing ecommerce channels.

Web customers require professional call centre services too!

Is your customer service the

At Call Centre Services we are proud to act for a number of blue chip, customer focused Australian organisations.



'worlds best'?



Integration into a customer relationship management strategy is crucial to maximising the effectiveness of the telephone and web channels.





Are you valuable

Successful companies are achieving differentiation and competitive advantage through sophisticated telephone and web approaches to customer care.

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Sure we have the technology, but at Call Centre Services we believe we are nothing without our people. That's why our call answering systems are built around fully trained operators taking calls on behalf of our clients with contacts databased to maximise opportunities for ongoing customer relationship management. 90% of calls are answered within 10 seconds and over 80% answered without being placed in a queue. Caller frustration is eliminated and 'worlds best practice' service standards are consistently exceeded.

With the growth of e-commerce and the 'direct channel' our operators look after sales transactions from the Internet and over the telephone, from customers throughout Australia. Services are provided 7 days and include upselling/cross selling, coordination of product delivery and processing of payments by credit card.



**INCREASED EFFICIENCY
AND EFFECTIVENESS IN
TELEPHONE AND WEB
SERVICE CAN HELP
BUSINESS REDUCE
COSTS AND IMPROVE
SALES CONVERSIONS.**

customers regularly 'on hold'?

Call Centre Services also provides telemarketing sales prospecting and information gathering services, advertising and direct marketing campaigns response capture, market research surveys and much more. We look after your customers and make it easy for them to do business with you.



Forget using your valuable time sales prospecting or employing and training extra staff. With a 1800, 1300 or 13 telephone number or a link to your web site, Call Centre Services handles the enquiries and leads from any type of marketing or ecommerce activity, allowing you to minimise your costs and maximise the profitability of your business.

Call Centre Services has also got your information distribution covered with all caller requests fulfilled with information packs within 24 hours. All marketing material for distribution is held on site at our Sydney Call Centre to ensure there are no possible delays.

Could your management time

**A GROWING NUMBER
OF BUSINESSES, LARGE
AND SMALL ARE TURNING
TO SPECIALIST OUTSOURCE
CALL CENTRES TO IMPROVE
THEIR CUSTOMER SERVICE**

Outsourcing all or part of your customer care functions will help to free up your scarce capital, enable you to have access to the latest call centre and ecommerce technology and take care of those difficult staffing issues that take up so much of your company's valuable time.



be better utilised?

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By 2002 there will be
200 million web users with 70%
of companies adopting the
web as a sales medium.

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Web customers deserve world class customer service too. Customer visits to web sites can be frustrating and sales closure rates in transactional sites can be as low as 5%. By providing a link from the website to a reassuring customer service agent on the telephone, closure rates can ramp up to 65%!

At Call Centre Services we can help you achieve these conversion goals, with links from your site to our customer service agents. Talk to us about putting in place the latest web/call centre integration systems. At Call Centre Services we can look after of your web customers too!



**THE MAJORITY OF POTENTIAL
E-COMMERCE CUSTOMERS
FAIL TO COMPLETE ONLINE
PURCHASES BECAUSE THERE
IS NO HUMAN SUPPORT TO
HELP THEM THROUGH THE
FINAL STAGES OF THE
TRANSACTION.**



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