



**Dawleys**



**Outsource  
Customer Services**

# Outsource Customer

Flexible multi-channel customer service solutions tailored to represent you and your brand



## HELPDESK

- State of the art contact centre
- Team of trained Customer Service Executives
- CRM updates
- Registration processing

## COMMUNICATIONS

- Customer enquiry handling via phone, email, post and webchat
- Follow up calls, emails, mailings and surveys
- Email confirmations and email broadcasting
- Customer satisfaction surveys

In the last year we have handed over the work to Dawleys and found them to be very flexible; the experience they've shown has been great. They have really supported us.

The agents on the phones know our business which is what we need.

Good at coming up with the right solution.

# r Services

solutions



## SALES

- Order processing
- Payments
- Sales enquiries
- Sales lead qualification
- After sales support
- Appointment booking

## REPORTING

- Customer engagement
- Customer retention
- Lifetime value
- Access to data 24/7
- Real time online reporting
- Proactive account management team

Dawleys are above and beyond what we expect.

They are very good. There were four other suppliers in for the latest part of the business they are working on and they won it because they are so good to work with.

We love them and love working with them.

# Outsource Customer Services

## IMPROVED CUSTOMER EXPERIENCE

Enquiries answered to your exact standards and specifications representing your brand and values.

## INCREASED CUSTOMER RETENTION

Saving money and enhancing your business reputation.

## EFFICIENCY

Quick implementation saving you time and resources.  
Access to our proactive account management support team.

## EXPERIENCE

Over 20 years experience providing UK based customer services improving customer satisfaction, growth and retention.

To discuss your requirements contact:

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