

Call Centre and Customer Services



PRESTIGE
working with initiative

Your call centre department is the very important personal interface with your customers or subscribers. Our team provide that valuable link in your customer experience picking up at whichever point you require, with total professionalism, knowledge of your business and commitment to deliver an exceptional service.

Our call centre offer includes:

- Order processing
- Payment processing
- Query resolution
- Product despatch preparation including:
 - Postal service providers paperwork
 - Overseas documentation preparation (customs invoice, foodstuffs, certificates etc)
 - Consignment note preparation
- Returns processing

We ensure our team are fully trained on systems, products and processes so that they integrate comfortably with the rest of your business.

Alongside our call centre team you will have a nominated account manager. As your daily contact they will provide you with regular communication and feedback including management information such as:

- Timely reports – i.e. stock, sales, trend analysis
- Measurement against key performance indicators as specified by you
- Recommendations for reducing costs and improving performance
- Back office support



Contact Us:

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Or visit us online:

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