

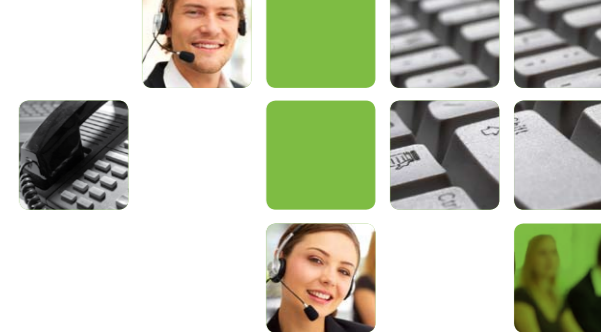
# **THE HUB**

NORFOLK CALL CENTRE

 **THE HUB**

1300 851 976  
[www.norfolkgl.com](http://www.norfolkgl.com)

**NORFOLK** 



The Norfolk Hub is focused on delivering a tailored call centre solution of the highest calibre, assuring optimum performance and compliance of service delivery standards.

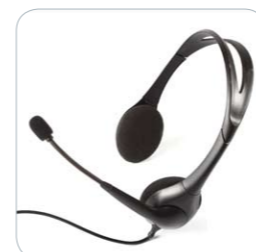
Key to our service offering is our commitment to Service Levels – managing your inbound/outbound calls quickly and efficiently with the support of our web enabled technology.

The Norfolk Hub operates 24/7, 365 days a year. Our consultants are customer focused, highly skilled and specially trained to deal with all service requests.

## Capability and Capacity

The Norfolk Hub has the capability and capacity to manage your inbound/outbound calls efficiently and professionally. In consultation with your business, we design a call structure to deliver your business objectives.

The Norfolk Hub will provide a wide range of reporting to help better manage your call centre KPIs (Key Performance Indicators).



## Managing Your Service Level Delivery

The Norfolk Hub proposes solutions which have been successfully demonstrated to a variety of clients, by employing the following service metrics:

- Overall service level\*
- Grade of service level
- Abandoned call rate\*
- Average handling time (AHT)
- Customer satisfaction survey

*\* N.B. In these areas, the Norfolk Hub consistently delivers above the current Industry Standards*

- Service Levels of 95%

- Less than 3% Abandoned Call Rate

## Pricing Structure

The Norfolk Hub offers a competitive pricing structure tailored to your requirements, based on the following factors:

- Terms of contract
- Required overall service level
- Call volumes
- Type of program
- Complexity of projects

Pricing is based on current market competitor analysis. We will take a structured approach to managing relationships with your business to ensure the most cost effective solution.

## Inbound/Outbound Service Requirements

The Norfolk Hub understands the requirements of a national call centre and can assist with the overall management of the following enquiries:

### INBOUND

- Manage Service Requests
- Sales Enquiries
- Product / Service Information
- Scheduled / Reactive Maintenance Requests
- Account Payable / Receivable Enquiries
- Reception
- Campaign Performance Tracking
- Business Administration Report

### OUTBOUND

- Sales Acquisition
- Sales Retention
- Surveys
- Business Administration Support (Verification of database)
- Debt Recovery
- Customer Loyalty Program

### KEY BENEFITS FOR YOUR BUSINESS

- Staff are able to focus on core objectives
- Proficient and professional customer service arm
- Increased conversion on inbound and outbound sales calls
- Lower cost per call
- Professionally managed call centre
- Result transparency
- Customers can contact your business at anytime

