

OVERVIEW

Increasing levels of automation and self-service have reduced the number of opportunities for organisations to engage with their customers. When those opportunities arise, it is important that the outcome is productive conversations that fulfil the needs of your customers, as well as maximising your ability to increase spend and build loyalty.



THE CHALLENGE

A leading UK financial services company's internal contact centre was struggling to answer the volume of inbound telephone calls it was receiving from its customers. Customer satisfaction was being adversely affected. The company needed to find the right partner to handle those calls.

THE SOLUTION

Neptune Innovations were able to rapidly set up a team of agents to handle those telephone calls that could not be handled by the client's contact centre. We were initially asked to take 10% of their offered calls. However, due to our excellent performance, within 6 months we were handling 25% of their offered calls.

THE RESULT

Over the subsequent year, Neptune Innovations consistently exceeded Service Level expectations, and ultimately we were rewarded by being asked to become wholly responsible for handling all of their inbound telephone calls. This allowed our client to redeploy their resources and concentrate on core business activities.