

Contact Centre & Business Solutions

Lowri Beck Solutions provides a wide range of contact centre and business process outsourcing services, assisting businesses where they need us most.

Our fully trained staff are available to manage as much or as little of your business processes as you feel appropriate. From taking the initial registration of interest to booking appointments for your representatives, we can take the pressure off you and allow you to concentrate on the day to day running of your business.



Lowri Beck Solutions is a contact centre service which aids customised business solutions for SMEs, delivering customer service and technical support. These services are instrumental in ensuring that SME businesses gain a reputation for providing a quality, reliable support service to their customers.

Based in the North West of England, we work individually with each client to ensure delivery of our service matches your business goals. Lowri Beck combines customer service and technical aptitude with intelligent use of technology in support of your business growth objectives.

Our Solutions Centre accommodates the latest Contact Centre technology - including real-time monitoring and progressive dialling to maximise contact rates and call performance, as well as call recording. We can also provide a call management information system, allowing you access to key statistics as often as required.

Our Services include:

Contact Centre services, including;

Outbound:

- Appointment making
- After-sales Service
- Telemarketing
- Call back Programme

Inbound:

- Response Handling
- Overflow Call Handling
- Answering Service
- Recruitment Service
- Customer Care Lines / Information Lines
- Reception Service

Data Management Services:

- Inbound / outbound data capture from any location
- Data processing
- Data cleansing
- Data manipulation
- Database creation and maintenance
- Resource and appointment booking system
- Business Process support

Customer Insight Services / Research:

- Quality checks
- Opinion surveys
- Customer care line

Conference & Meeting Room Facilities:

- Meeting Rooms
- Video & Audio conference Facilities
- Close to transport links



QUESTIONNAIRE

Very often

Often

Sometimes

Rarely



Field Management Systems

Lowri Beck's Appointment Booking System allows customers to call in and make or modify existing appointments. An added-value facility, this enables appointments to be booked with confidence - knowing the resource is readily available to meet the appointment.

This can be used with Field Agents to plan routes on visits – taking into account factors such as the travelling time between postcodes and their contractual hours, this allows the operative to maximise their time with your customer.

How could Lowri Beck Solutions help your Company as a Contact Centre Provider (CCP)?

Outbound Telemarketing

We can undertake a range of Telemarketing Campaigns. We can contact any number of your potential clients, saving you valuable time and ensuring you are only dealing with quality sales leads.

The Professional

The CCP provides a seamless takeover of overflow calls when your switchboard is too busy to handle them, with your clients handled in the same highly professional and efficient manner expected from your business. Our team will qualify and book appointments on behalf of your consultants.

The Artisan

A professional telephone answering service with a team of receptionists who answer your calls personally in your organisation's name. Your customers will never get an engaged tone and you will never miss an important call. All your messages will be passed to you using the media technology of your choice.

The Field Service Team

Using handheld terminals with in-built GPRS/GSM communication devices, your maintenance team can be contacted by the CCP whenever and wherever required during the working day. This allows urgent jobs to be transmitted and received back immediately upon completion. The latest mapping technology provides an overview of work density, as well as aiding the allocation process to ensure optimal job routing.

The Distributor and Dealership

You have a receptionist service available to assist with the handling of large volume of calls during peak times to ensure no customer calls are lost. Your operational hours are extended and call waiting times are minimised ensuring you have more time to personally deal with each customer. Customer satisfaction questionnaires are conducted on all aspects of your facilities and staff.

The Retailer and Wholesaler

Your CCP customer help line identifying your store details - such as your range of merchandise and opening times, your parking facilities and location. Your customers are advised on store distance and can be given detailed journey directions from their postcode.

The Mail-order Service

A customer service help line handles all enquiries relating to your products. They process your customer calls, explain the benefits of your products and handle order requests and payments. The CCP also readily enables refund mechanisms and voucher services.

The Public Services

A general enquiries bureau handles all calls made to your public access numbers. Calls will be routed to the appropriate department, allowing management of call-back services. The CCP provides both live agents and automated response (IVR) services, effectively managing the arrangements for public open events and seminars.

The Recruitment Service

The CCP takes initial calls for your company vacancies at any level and acts as a first line screening service, using agreed telephone interview criteria as directed by your business needs. Candidates deemed suitable can be re-contacted.

Appointments and/or interviews can be scheduled, along with detailed location directions for candidates and interview summaries by email or letter for your records.

The Hospitality Provider

A reception and booking service assists with enquiries from prospective guests wishing to understand your range of facilities, services, menus and events available. The CCP advise on your opening hours, type and range of entertainments offered as well as dress code and location. We can also handle the running of advertising campaigns for special event functions and manage bookings and payments.

Contact one of our business analysts today for further information about how we can support your business with bespoke, intelligent solutions.