



message pad

What's New?

intelligent Recording

We can provide your recordings on CD/DVD or simply provide a random selection via email on a frequent basis.

Benefits

- » Quality Assurance – focus on customer experience, has your front line sufficient information and knowledge?
- » Easy access to files from DVD/CD.
- » Simple search facility to quickly find the call you want.
- » Analysis research – why do your customers call? Find out what matters to them.
- » Identify new requirements – extended data capture for more efficient call screening; instant market research.
- » Conflict/dispute resolution – evidence at your finger tips! Eliminate doubts, minimize business risk.
- » Clarification – instant confirmation & review key information.
- » Customer awareness – tone of caller i.e. were they abusive or difficult. Keep one step ahead.
- » Voice files to attach to client records for more efficient customer management.
- » Monitor and evaluate your front line – ensure we are doing your business justice!

To receive a quotation or more information on this exciting new service, please contact our Customer Service Team for more information.

Telephone:
0800 093 1325

Email:
callrecording@message-pad.com