



FOR CLEARER CUSTOMER CONTACT

- Are you losing valuable sales when customers are left on hold?
- Do callers hang up on your answering machine or voicemail?
- How many people prefer a human voice to an automated response?
- Do your staff answer every call with 'best practice' customer service?
- Can your time be better utilised away from answering the phone?

Insight Call Centre Services offer a range of inbound call handling services that operate 24 hours a day, 365 days a year. Whether you need a simple 'front desk' reception service or a customised enquiry management solution, our extensive network, advanced systems and professionally trained personnel can provide your business with seamless support on any level. Our operators are fully trained to handle any type of business call and With client specific instructions, our operators are able to act like your own customer service staff, managing frontline phone enquiries, processing sales transactions and responding to email or enquiries made on your company's website. With sophisticated telephony and CRM database facilities we are able to provide you with seamless customer contact services to ensure your callers aren't kept waiting and can record every call for your quality assurance. Some of our services include:

Order line - Order Placement & Payment Processing Facilities

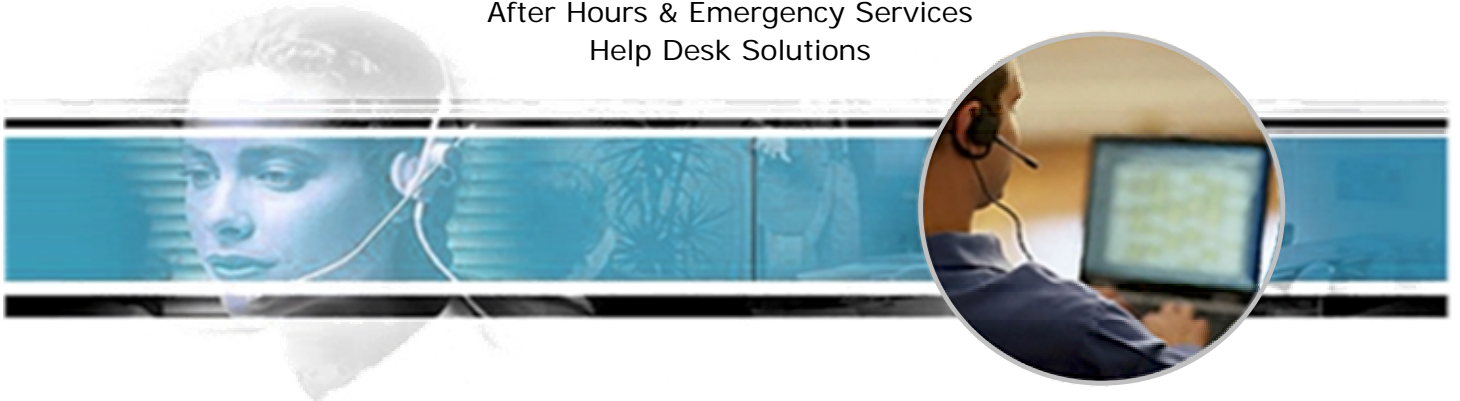
Info line - Information Service and Mail-out Requests

24hr Switchboard Service - Message Forwarding

Registration & Subscription Solutions

After Hours & Emergency Services

Help Desk Solutions



As a wholly Australian owned company with over 800 clients and locations across Australia, our team of experienced call centre professionals deliver high quality, cost efficient results with first class standards in service. Some of our facilities include:

- Email, paging, SMS, fax broadcast and 1800/1300 numbers can be supplied almost immediately, with basic services usually up and running within 24hrs.
- Secure Credit Card facilities and Paperless Direct Debit that allow customers funds to be transferred straight from their bank accounts.
- Daily call activity reports on call data and detailed analysis of all telephone activity and transactions are available on request.
- Mail-out & fulfilment services can be provided with 24hr turnarounds & daily Australia Post pick up.

At Insight our priority is to ensure we present your company's image in the best way we can. Contact us at www.insightccs.com.au to find out how we could make your business communications become effortless and why our standards exceed 'World's Best Practice' for inbound customer service.



Services and Pricing

Insight provides a single point for all of your company's incoming calls so that your messages are distributed how, where and when you need them. We offer a variety of packages to suit every business requirement and all of our services are provided with 'live operator' answering 24hrs a day, putting a human touch back into customer contact. For the basic Business Connect and the basic Reception Service packages described below, a once off setup fee of \$75 applies and a \$150 setup fee applies for either of the 'Plus' packages.

Business Connect is a simple answering and message forwarding service with calls answered in your company's name. For example:

"Welcome to ABC Corp, this is Mary. May I take your message please?" Business Connect greetings are limited to one prompt up to 255 characters in length, although this can be as extensive as - *"Good Morning, John Smith's office, John is unavailable at the moment. May I take a message and have him return your call when he is free?"*

Your callers' details and a short message can be forwarded to you by SMS, email, pager or fax if required. Costs are from \$1.10 per message plus an initial set up fee. Please note that messages sent by SMS are limited to 128 characters. Longer messages may incur an additional charge.

Reception Service gives your business a more professional image without the cost of hiring reception staff. Callers are greeted as if by your own front desk receptionist and our operators can provide detailed business information such as postal addresses, business hours or website information and will forward you a short message with the caller's details if necessary.

"Good Morning. ABC Corp, how may I help you?" – When requested, any of your company details will be given out by the operator, alternatively if the caller requests to speak to you personally, the operator advises them that you're currently unavailable and will ask them to leave a message - *"I'm sorry, John Smith isn't available right now. Would you like me to take a message for you and ask him to return your call when he's available?"*

Messages are then forwarded in the format you prefer or if required, all of your received messages can be forwarded in a single daily summary report. Basic service costs are from \$1.35 per message plus an initial set up fee.

Business Connect Plus packages include all Business Connect Basic services plus a staff list that enables us to forward messages to multiple delivery points. Messages intended for a specific staff member can be delivered directly to their land line, mobile phone, email, pager or by SMS. For more general caller enquiries, Insight will maintain a list of your company departments and their members as alternative delivery contacts. Depending on the callers request the operator will refer the enquiry to the appropriate point. A Business Connect PLUS call-flow may sound like:

"Thank you for calling ABC Corp, this is Mary. Which staff member are you trying to contact? Mr Jones isn't available at the moment would you like to speak with someone else from that department" - Operator refers to contact list showing alternative delivery points depending on the staff member requested. *"Mr Smith will be able to help you. I'll make sure he contacts you within the next 2 hours"* Or if other criteria apply such as after hours calls, the response may be. – *"Thank you for your call, Mr Jones has left for today, though if you'd like to leave a message for him, he'll be able to call you back in the morning"*

Contact lists and operator prompts are customised to your company's needs and all call-flows will collect the caller's name, address and contact details. Business Connect PLUS services start from \$1.35 per call plus the initial setup fee.





Reception Service Plus offers customers a comprehensive reception information and message forwarding service, suitable for larger companies who may require multiple delivery points. The Reception Service Plus package is like having your own receptionist available 24hrs a day and provides your callers with any business information details 'plus' a messaging service with a staff contact list detailing their delivery point options. Insight will maintain a list of initial and alternative delivery points showing the relevant department and staff contact details and depending on the callers request, the operator will refer the enquiry to the appropriate contact point. A Business Connect PLUS call-flow may sound like:

"Thank you for calling Locks-R-Us out of hour's service. How may I help you?Well, our normal business hours are from 9am to 5pm Mon to Friday, although we also provide a 24hr emergency service, if you're in need of an emergency locksmith. Can I get your contact number and the suburb you are calling from?" - Operator refers to contact list showing alternative delivery points depending on the nature of the call (emergency or not) and/or the required location. "There is a locksmith in your area and he's been notified. He'll attend at that address as soon as he can" Or if it's not an emergency call, the list may advise the operator to say - "Thanks for your inquiry. I'll advise John that you called. He is the senior sales rep at your local Locks-R-Us store, and he can contact you as soon as he can in the morning"

All call-flows will collect the caller's name, address and contact details. Your contact lists and the operator's prompts can be totally customised to any of your company's needs. Reception PLUS is priced from \$1.45 per call with an initial setup fee.

Customised Answering Service – CAS can be provided with multiple answering prompts and delivery points and can also include live call patching. Although our operators are well versed in answering and completing any basic business request, Insight also provide many of our customers with much more than just a simple messaging service. We are able to quickly design intricate call-flows and the associated 'help screens' which enable our operators to handle complex queries, take detailed specifications, process external sales requests, distribute complicated delivery order sections, and to provide an end-to-end customer service function, all on your behalf. We provide customised answering services for many companies and organisations who require specific types of calls responded to with the specific information provided or may also require a specific action to be completed. This may be for an orders line, emergency response units, critical service referrals, or fully outsourced enquiry management with call patching services. CAS pricing is based on the number and types of questions & responses in a typical call. A thorough call audit is undertaken to assess your requirements and understand the sort of information or services that we will provide on your behalf. Some of these may include:

- Staff or business contact details, opening hours, help desk services
- Product and service descriptions with mail-out requests
- Product and service FAQ's with call patching
- Sales details processing and order placement
- Sales processing with payment via Credit Card or Paperless Direct Debit

Contact us on the number below to discuss a customised solution for you and our pricing for these and other tailored services available to suit your business.

