insight
Call Centre Services

Insight Emergency Service

Inbound Call Centre Services

Good afternoon, (Company Name), this is (Operator) speaking, is your call a (life threatening emergency?)

(No)

(Yes)

(Yes) (Life threatening emergency) Group Message_ _
_ _
_ _
_ _

Thank you for calling, you will be contacted ASAP.

Edit / Send

→ Group Page

(No) (Life threatening emergency)

0700 - 1700 Monday to Friday

All other times

(No) (Life threatening emergency) Group Message_ _
_ _
_ _
_ _

Thank you for calling, you will be contacted ASAP.

Edit / Send

→ Group Page

(No) (Life threatening emergency) Pager

Whom do you wish to contact?

Group

General Enquiry

Burson Tony	Mason Lynne
Cramp Meryl	Regan Merrian
Harbard Mick	Vickers Mark
Volka Roger	All others

↓

Roster/Escalation