



Client Requirements

- Out of hours switchboard facility
- An outsourced call centre to forward calls and emails to DLA staff.
- A call centre to potentially handle calls for 64 offices & 10,000 staff members worldwide.
- A provider who understands all DLA departments and one that offers visibility of the service.

Direct Response Solutions

- Become educated on DLA, compile company data into a useable format.
- 24/7, 365 Solution
- Develop a reporting platform

Results

- Improved customer service
- A seamless extension of the DLA switchboard set up.
- 24/7/365 made for satisfied customers.

“ The biggest challenge we had to overcome was understanding the needs of our out of hour’s service and matching this with a workable script. DLA Piper and Direct Response worked closely and quickly on script changes. The whole process was managed very professionally and Direct Response ensured that regular audio and web conferences took place.

On the back of working with Direct Response I have recommended them to two other major law firms looking for an out of hour’s provider

Head of Operations

