



Client Requirements

- Needed a service to assist in capturing enquires out of hours and during busy times.
- Needed to help customers log gas or electricity faults effecting them.
- Needed to be able to escalate faulty gas or electrics to engineers immediately.
- Ensure details on all faults are sent through to the management team.

Direct Response Solutions

- Deployed a 24x7x365 bureau call handling service.
- Created stand alone scripts for gas and electricity enquires.
- Implemented a full escalation process for emergency calls.
- Comprehensive real-time online reporting.
- Client amendable rota system.

Results

- All after hours faults captured and actioned.
- All calls escalated to an on call engineer.
- Greater visibility of gas pipe faults.
- Improvements in engineers pay tacking.
- No deaths due to gas leaks.

“DR are quick to deploy updates when those inevitable issues arise from using a new system. They are flexible and supportive to our requests to evolve the scripts and are on hand to provide expert advice whenever it is required.”

Business Operations Director.