



Parkmobile

Client Requirements

- An extended customer care centre to manage all calls generated.
- A partner rather than a supplier.
- A company that provides seamless integration between itself and Parkmobile.

Direct Response Solutions

- A 24/7 Help Desk.
- Capture and manage all calls relating to registration, activation deactivation of parking and any other queries.
- Handling all account management calls.

Results

- High quality customer service .
- A seamless solution for Parkmobile customers.
- Parkmobile & Direct Response are integral to each other's success.
- A solution that is capable of growing with the needs of Parkmobile.

“From our experience with dealing with Direct Response, we are extremely happy with the services they provide.

We see them as an integral part of our business and their services are managed and controlled by experts in such a seamless way.

Direct Response is a friendly, professional and efficient organisation.” .”

Managing Director.