



Client Requirements

- Increased call centre capacity
- Competent Multi-Lingual Agents
- Disaster Recovery
- International Freephone Service

Direct Response Solutions

- Order taking, remote database login and customer enquires.
- 24/7/365 operation
- Billing/account management and cost savings
- Managed ISDN circuits so we could divert calls

Results

- Improved customer service in German and English.
- The company now open around the clock.
- All calls could be diverted to the Direct Response call centre.
- The company saved money on international calls

“ We would certainly recommend Direct Response to other companies, particularly when they have issues concerning their customers...one of the particular benefits of using Direct Response is because they do have the people who can provide a detailed answer.”

Head of Sales and Operations.