



Improving Customer Service

Understanding the true nature of your customers' needs

Providing great customer service is always a topical subject for businesses. Understanding the true nature of your customers' needs is not always straightforward, but IPGenie can deliver communications solutions that can help you to raise the standard of your customer service and combat the claims of your competitors.

A higher standard of customer service

IPGenie has a number of solutions that are designed to help your business improve the way you interact with your customers.

Revolutionise the way your business communicates

www.ipgenie.co.uk

Call us on 028 703 48040 or email sales@ipgenie.co.uk for more information

Answering the call quickly

Call queuing and menu driven systems, which connect the caller to the correct department based on their numeric selections, can be enormously effective if configured correctly but equally frustrating if the opposite is true. IPGenie can advise you on how to ensure that your customers appreciate your endeavours to connect them to the right department.

Did you know?

DDI numbering plans, inbound call management, hosted IP telephony and SIP trunking can be combined to improve the service you provide.

How busy are your lines?

IPGenie can arm you with detailed call statistics that can alert you to the performance of your office and mobile telephony, so we can help you to analyse what is really happening and propose solutions that will provide the most positive customer experience. You may need the capacity to overflow calls to home based workers, or balance the inbound call load between your offices at peak times - our inbound call management solutions will make all this possible and place you in control through a web based portal.

Talk not tones

By designing hunt groups, you can make sure that inbound calls are sensibly distributed across your organisation and that calls can overflow to other departments at peak times. Therefore, your customers always speak to one of your team, rather than listen to an engaged tone.

Service on the move

Smartphones, mobile data devices for laptops and tablet computers make information available on a 24/7, location independent basis. IPGenie will remove the bewildering complexity and work with you to identify the best solution for your specific requirements.

IPGenie can propose home working solutions that will guarantee staff can work as effectively as if they were in the office, with dedicated voice and internet connectivity that mimics the features that you have access to in the office.

Training your team

By recording your calls, you can help staff to improve their call handling skills and also pinpoint where product knowledge needs to be enhanced through further training. The end result is a smarter organisation, which will keep more customers and make more profit.

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What are the benefits?

Call answering

Making sure that calls are answered quickly and correctly, so your customers will speak to the right person in your organisation.

Busy periods

Helping you to understand what your call patterns are for inbound and outbound calls, so you can identify if you are coping during busy periods.

Out of office

Allowing you to work effectively when you are away from the office.

Remote workers

Ensuring that home based and remote workers feel part of the office communication system and have access to all the information they require to help their customers.

Advanced features

Upgrading your communications services to include advanced features such as call recording, which can boost your service capability by helping you to train and guide your staff.

“When you really can’t take the call, smart voicemail systems not only store a message on the phone, but can relay it to you by email, as well as alerting you that you have the message in your inbox.”