



Bespoke contact centre solutions to ensure your customers receive great service.

Award
Winning
Customer
Service

Clear
Reports
and
Visibility

Reduce
frequency of
Customer
Contacts

Scalable
Team Size

Outsourcing your contact centre services gives you and your business more time to focus on growth as well as alleviating the stress and cost of maintaining an internal customer services team.

Whistl provides tailored solutions for your business needs. Whether you require a dedicated team for all enquiries, your office has reached capacity, or you need help managing peak periods, outsourcing your customer service could be the solution to all of these challenges.

With visibility of your business's telephony traffic, we can provide tailored and detailed reports, allowing guidance and improvements for your customer experience.

How you benefit

- **Reporting** – we provide bespoke reporting for our clients, detailing the type of contacts received down to individual contact drivers.
- **First Contact Resolution** – reduce the number of customer contacts you receive by focusing on first contact resolution.
- **Scalable** – we have the ability to scale your team up or down to suit your needs.
- **Agent Tenure** – with an average tenure of 9 years in our multi-client team, our agents are passionate about customer service.
- **Focus on Growth** – by letting us take care of your customer service, you have more time to focus on business growth.

For more information:

Call: 0191 495 9999

Email: newsales@whistl.co.uk

Visit: www.whistl.co.uk

How it Works



Listen

We take the time to understand your objectives and ambitions before suggesting a suitable operating model and team structure for your campaign.



Migrate

Once we've collectively agreed the team and cost structure, a migration strategy is planned for successful transfer of operations. We will finalise all systems and software required throughout the campaign.



Launch

We proactively drive efficiencies and improve key metrics inc. call handling times, abandonment rates, contact- order ratios, first time resolutions and even response times to social media posts and emails.

Inbound Services

Offering multi-channel contact handling from general customer service, to social media monitoring and even complaints resolution. Our solutions can provide a seamless customer experience, bespoke to your needs and requirements.

Outbound Services

Specialising in inbound customer service, we also have extensive experience in completing successful outbound campaigns on behalf of our clients, ranging from appointment setting, to survey completion and follow up calls.

Contact Centre Experts

Whistl are one of the UK's most respected providers of outsourced contact centre services. We specialise in bespoke inbound customer service management and work with some of the UK's most recognisable brands including; WW (formerly WeightWatchers), Micro Scooters and Popsa!

Why Whistl?

Whistl is the UK's leading delivery management, fulfilment and customer service outsourcing company focused on providing solutions to support you and your business.

With UK Contact Centres of excellence, we have a 500 dedicated customer support team, available 7 days a week, who respond to over 1.8 million customer contacts per-year.

With an average staff tenure of over 9 years, we have award winning contact centres you can count on.

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