

call us now on **0845 456 1500**



## Automated Call Handling...

- Automated Customer Satisfaction Surveys
- Data Capture and Transcription Solutions
- Automated Booking, Ticketing, Order Lines

### PERFORMANCE TELECOM

Leading the way in Automated solutions



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Performance Telecom is leading the way in developing a range of Automated solutions that can significantly reduce cost and increase service availability.

PT specialise in developing bespoke and highly complex automated solutions, tailored to meet the needs of specific requirements. Through high levels of industry knowledge and expertise, we are able to rapidly develop solutions at low cost and with a focus on quality and high completion rates.

All solutions are delivered on leading Tier 1 network platforms, with full web-based reporting and controlled access / security measures.

## FOCUS on AUTOMATION

- Significantly Reduce Cost
- 24 / 7 Service Availability
- Complex / Bespoke Solutions
- High Completion Percentage
- Low Cost Solution Delivery
- Rapid Solution Delivery
- Tier 1 Advanced N/W Platform
- Full Web-Based Reporting
- High Levels of Security

#### Automated Customer Satisfaction Surveys

- Bespoke Survey Plans
- Over 70% Completion Rates
- Flexible Questioning / Scoring
- First Class Reporting Interface
- In Call Data Capture Service

#### Data Capture with Automated Transcription

- Significantly Reduce Costs
- Very Fast Turnaround
- Output to Choice of Formats
- Quality Checking
- Detailed Reporting

#### Automated Booking / Ticketing / Order Lines

- Direct Tele / Web Interaction
- 24 / 7 Service Availability
- Complex / Bespoke Solutions
- Low Cost Solution Delivery
- High Levels of Security

visit our website for further information:

**[www.performancetelecom.co.uk](http://www.performancetelecom.co.uk)**