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LITE CUSTOMER SERVICE PACKAGE

FM OUTSOURCE





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INTRODUCTION

WHY FM OUTSOURCE

FM Outsource specialises in **customer service solutions** that help businesses **balance quality and cost to give customers the best possible experience.** Our goal is to reinvigorate customer service outsourcing by **helping businesses turn their customer service into a competitive differentiator.**



FRICTIONLESS ENTRY

We've removed traditional barriers-to-entry to highly-optimised contact centres. Small businesses don't need to worry about the demands of housing their own CS team, and larger businesses get extra support without the logistical challenges.



COST-PER-CONTACT

Our transparent commercial model means you'll never be met by surprise costs. A truly optimised cost, we take 100% of the burden of efficiency.

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INTRODUCTION

THE LITE PACKAGE

We’ve made creating a customer service team **as smooth as possible** with our Lite Package. You don’t need to worry about the demands of housing your own CS team, and **our transformation team will manage the transition** for you.

Whether you’re **building a customer service operation** from the ground up, you’re looking to **man out-of-office hours**, or you just need some **burst resource to help you through peak**, the Lite Package has you covered.

If you’re just getting started, our team of customer experience experts will help you to shape a CS operation that gives you a lead over your competitors. Between **extensive channel coverage** (check out the following page), and **24/7 opening hours by default**, your customers can always reach you on the channel that suits them best.

CPM: contacts-per-month | CPC: cost-per-contact. | FTE: full-time equivalents



Lite *NEW!*

LESS THAN 3 FTE | LESS THAN 5,000CPM

PRICING

Price fixed at £1.40 CPC for all channels

COVERAGE

24 hour coverage 7 days per week

INSIGHTS

Basic Reporting
Advice from Transformation Manager

OPTIONAL ADDONS

Telephony coverage

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PACKAGE FEATURES

FRICITIONLESS ENTRY

We've made **getting started** with customer service **as painless as possible**. After we've heard from you, we take the reins. Your UK-based CS operation will be ready to go **within two working days**. Our Lite package comes with **24/7 coverage** by default, and we'll be available whenever you want us to be. The average online retailer's customer service is **only available for 71 hours** a week, so 24/7 coverage is an easy way to **differentiate yourself from our competition**. The only restriction is the number of contacts we'll take per month – this maxes out at **5,000 contacts**. When you start with us, you'll have immediate access to these channels:

- ✓ Webchat
- ✓ Social Media
- ✓ Email
- ✓ SMS
- ✓ Review Sites
- ✓ Telephony*



*Telephony is available, but comes at an **additional monthly charge**.

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PACKAGE FEATURES

FLEXIBILITY MEETS QUALITY

We've spent years finely tuning our cost per contact formula to **balance quality and cost**.

Your team of **experienced operators** are trained to work on **multiple channels**. Their training passports provide motivation for continued personal development, and enable our **teams to grow and shrink on demand**.

Our **Learning & Development (L&D) team** work around the clock to make sure your customers get top dollar service. They'll **work with you** to make sure the operators on your campaign are providing service of the standard you expect. You can see their **support cycle** on the right. No matter how long an operator has been on your team, L&D works with them to make your CS the best it can be.



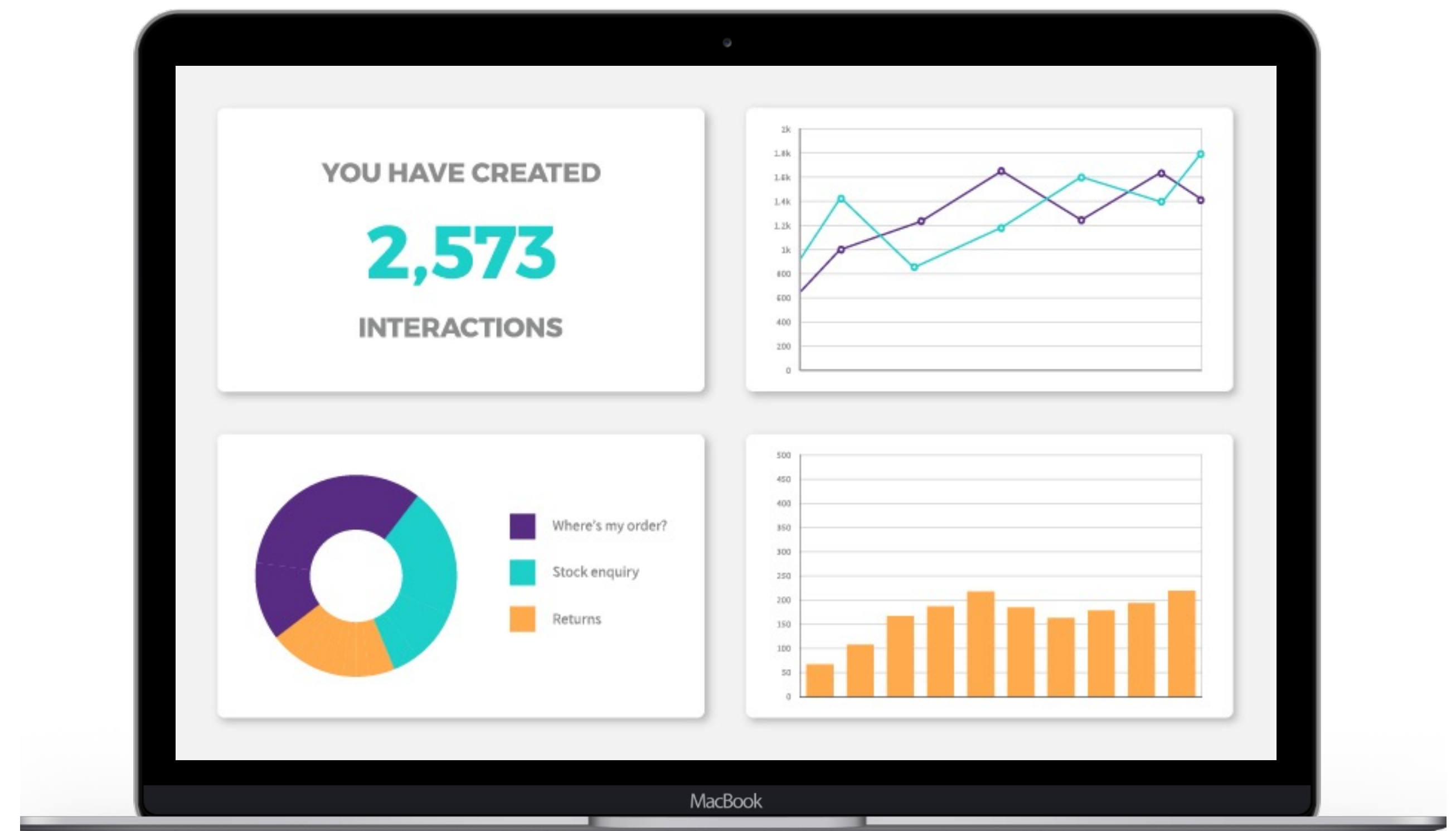
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PACKAGE FEATURES REPORTING AND TECH

We use a **spectrum of customer support platforms**. If you're setting up a new team, our experts will suggest a software solution **that best meets your needs**. They'll keep in mind the **channels** you're planning to use, and the **metrics** you want to record.

A **mission control dashboard** lets you keep an eye on the status of your operation at **any time of the day or night**. You'll also receive a **weekly report** with **in-depth analysis** of how your operation performed the previous week. As standard, this includes:

- ✓ Net brand sentiment
- ✓ Number of interactions
- ✓ Response time
- ✓ Reasons for contact
- ✓ Brand reputation reporting

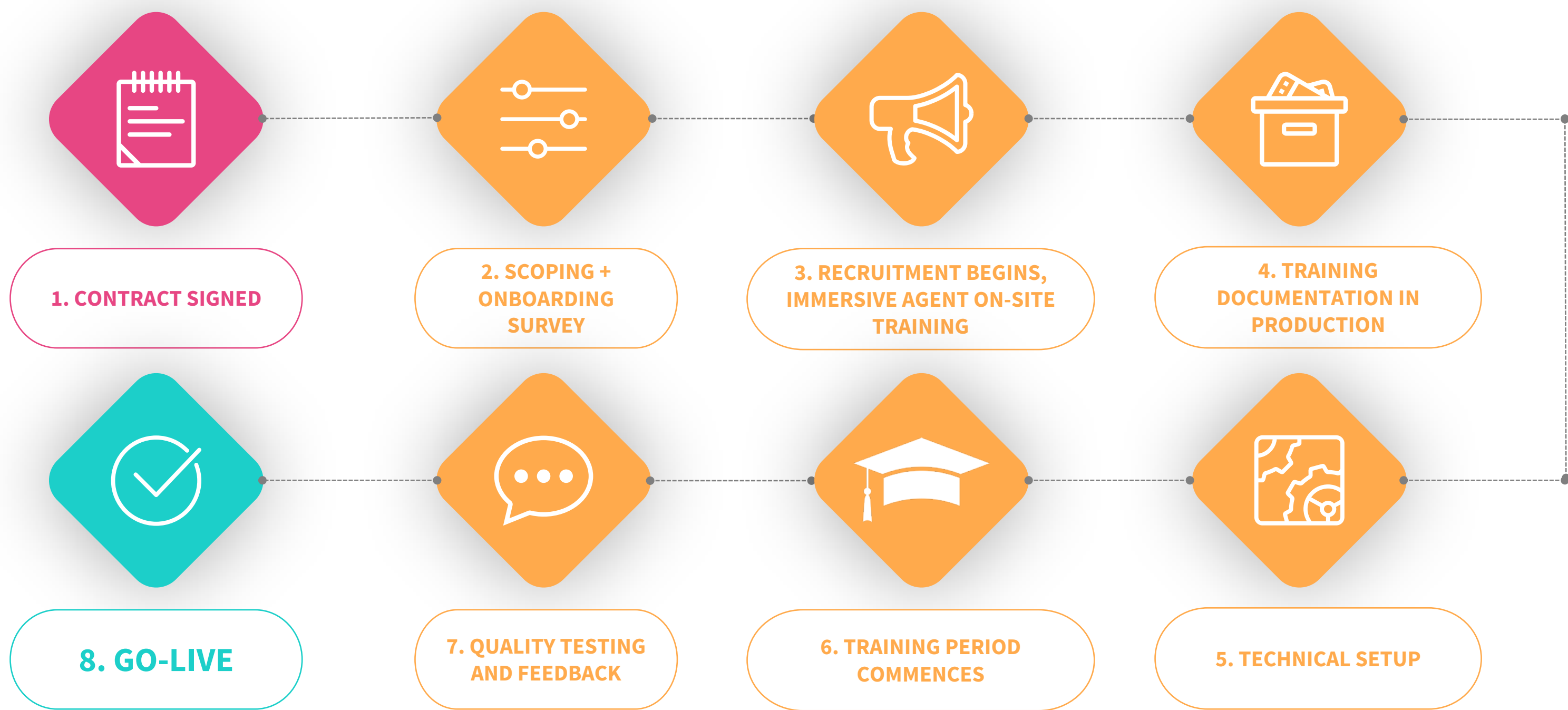


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PACKAGE FEATURES

SETUP

Our **experienced Lite Package team** use the steps below to **get your CS operation ready** to go. They'll be with you at every stage of the setup process, and you can have as much (or as little) involvement as you like. We can typically **get started within days**, depending on your requirements.





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ABOUT US SERVING HAPPINESS

Our teams are the heart of everything we do – their success is our success. They're the inspiration of our core value: **Serving Happiness.** We believe **happy people** create **happy customers.** That's why we go above and beyond to make sure our colleagues have the best possible experience. We've created an office environment that encourages and **celebrates success, personal development, and support.** Get to know our team by **contacting us with the details on the following page.**



Annual Awards



Flexible Hours



Monthly Bonuses



Skills Training



Theme Days

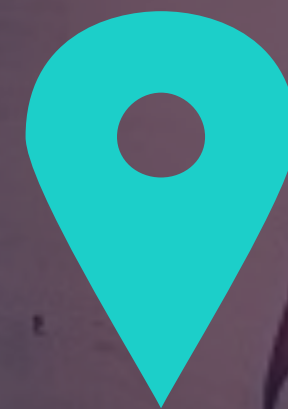


Buddy System



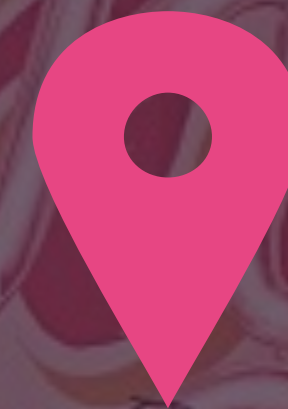
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