

# Out of Hours Call Handling

Coplus<sup>+</sup>

PartnerWithUs@Coplus.co.uk

30 years of expert call handling



Did you know, 40% of calls are made  
outside office hours ?

Coplus<sup>+</sup>

Let's get talking

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## Suitable for any industry



## Did you know, our professionalism and service levels are the same at 2am as at 2pm ?

Great reputation is built on uncompromised service. Coplus delivers the same service 365 days of the year, including Christmas day, bank holidays and weekends !

Coplus' in-house Quality Assurance team perform monthly call and file audits and agent training and interventions provide a constant improvement loop for our staff, team leaders and managers.

All customer feedback is recorded and reviewed – with performance interventions – giving insightful and tangible results - again in a continual development cycle.

With Gold Investors in People for the third year running, passing the most rigorous of assessments, be assured Coplus invest in the people who look after you !

## Fixed rate prices start from £5 Let's get talking

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## Outbound or Inbound Call Handling



## Did you know, money is quickly sunk through poor call handling ?

Issues can start with inaccurate recording through to slow or poor needs analysis, resulting in the wrong solutions or advice, or clarification call backs, all of which irritate the customer and cost money.

With over 30 years of call handling, and over 20 years managing out-of-hours, in the most rigorous of industries and to the highest service standards, we are confident that we can save your company ££££££££ through our fixed rate pricing.

Coplus share the risk and you can have greater control of your costs, ROI, budgets and forecasting. If calls are longer to ensure they are dealt with suitably, Coplus charge the fixed rate and quality is never compromised.

Fixed rate also means less staff time in monitoring call durations, instead concentrating on our meaningful reports of call value. Not only do you gain a partner you can rely on, with rigorous compliance procedures and auditing, you can also save significant sums of money !

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## 100% UK Based



## Did you know, long wait times kill your reputation and your business ?

Customers need questions answered quickly and they need reassurance and support. We will replicate your daytime service levels, ensuring customers are not kept waiting at weekends, bank holidays and regardless of the time of night. Coplus ensures every caller feels listened to, supported, understood and in control at all times and at any time – ensuring each customer is treated fairly and with respect !

Our handlers are trained to identify vulnerable customers - and those in vulnerable situations and circumstances - and provide appropriate support and assistance.

Handlers are expert in understanding immediate needs and going through checking steps and processes, whilst appreciating the emotions of the caller or person being called. Coplus call handlers show a level of compassion and understanding which is difficult to find elsewhere.

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## Coplus manage 250 brands !



## Did you know, we mirror your brand, values and service levels ?

Staff fully understand your operational and service levels and we give complete commitment to representing your brand and brand values.

All of our services are 'white label' meaning we ensure your brand continuity and integrity – with integration is a standard feature, providing a seamless interface between your organisation and our partner services.

Our first-class purpose-built technology provides granular reporting and insightful management information. Coplus provide monthly service level reporting and performance reviews, giving partners absolute transparency and confidence.

Coplus can also provides up-to-date reporting through direct data transfer in a variety of formats and compatibilities to suit you.

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## Determining priorities & resolutions



## Did you know, expert needs analysis is key to understanding your customer ?

The truth is many customers don't know what solutions will help them, nor what is available. Some handlers confuse customer needs with solutions. We train our staff to understand that the best solutions can only be found with a thorough knowledge of the customer situation, needs or desired outcomes. This is why expert needs analysis is such an important step in helping your customers effectively.

Coplus offer an accurate message-taking service or full triage and resolution of your customer needs. Handlers can control multiple, complex actions simultaneously, using our advanced and innovative purpose-built technology, suitable for every industry and customer situation.

Coplus also has over 22 years of insurance claims handling including 'first notification of loss', expert triage, emergency and full resolution.

You can rely on our highly-trained call handlers, managed by expert supervisors and experienced managers, to perform to the highest standards and achieve the best outcomes possible.

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## Rigorous compliance and auditing



## Did you know, outsourcing is flexible and reduces HR liability ?

Coplus understand how to manage surges in demand, seasonal or other variations. Our ability to flex to your needs gives you complete assurance of quality coverage at all times.

With telephony technology which is infinitely scalable, Coplus can expand or contract our call handling services to the needs of our clients.

You can be assured that our call handlers are trained and compliant with the latest regulations and best practice. Coplus are regulated by the FCA (Financial Conduct Authority), with extensive auditing and compliance monitoring in place.

With a trusted call handling partner in place, you can reduce your own HR liability whilst also gaining complete flexibility and control of your costs.

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## 300,000 calls handled each year !



## Did you know, our call handling covers any times that suit your business ?

Our out of hours call handling includes weekends, all bank holidays, overnight and any times that suit your business ! Our fixed rate pricing and transparent reporting ensures you have complete control and confidence. So, why wait ? Let's get talking !

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# let's get talking

Coplus is a trading name of Motorplus Limited, Registered in England No.03092837  
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