Business Critical Call Centre Services

Providing the assurance of business continuity even if the unthinkable happens

If your business relies heavily on being able to communicate with your customers on a daily basis, then planning for the unthinkable becoming a reality is a sensible approach.

Have you ever thought what would happen if there is a fault with your phone lines, you experience a long term power outage or the building your business operates from has to be evacuated? Unfortunately, the reality is that new customers would take their business elsewhere and your existing customers would undoubtedly become concerned by their unanswered calls. However unlikely this scenario may seem, can your business really afford not to have a disaster recovery solution in preparation?

The Answer4u Business Critical Call Centre Service can help provide you the assurance of business continuity 24 hours a day, 365 days a year, all at a moment's notice.

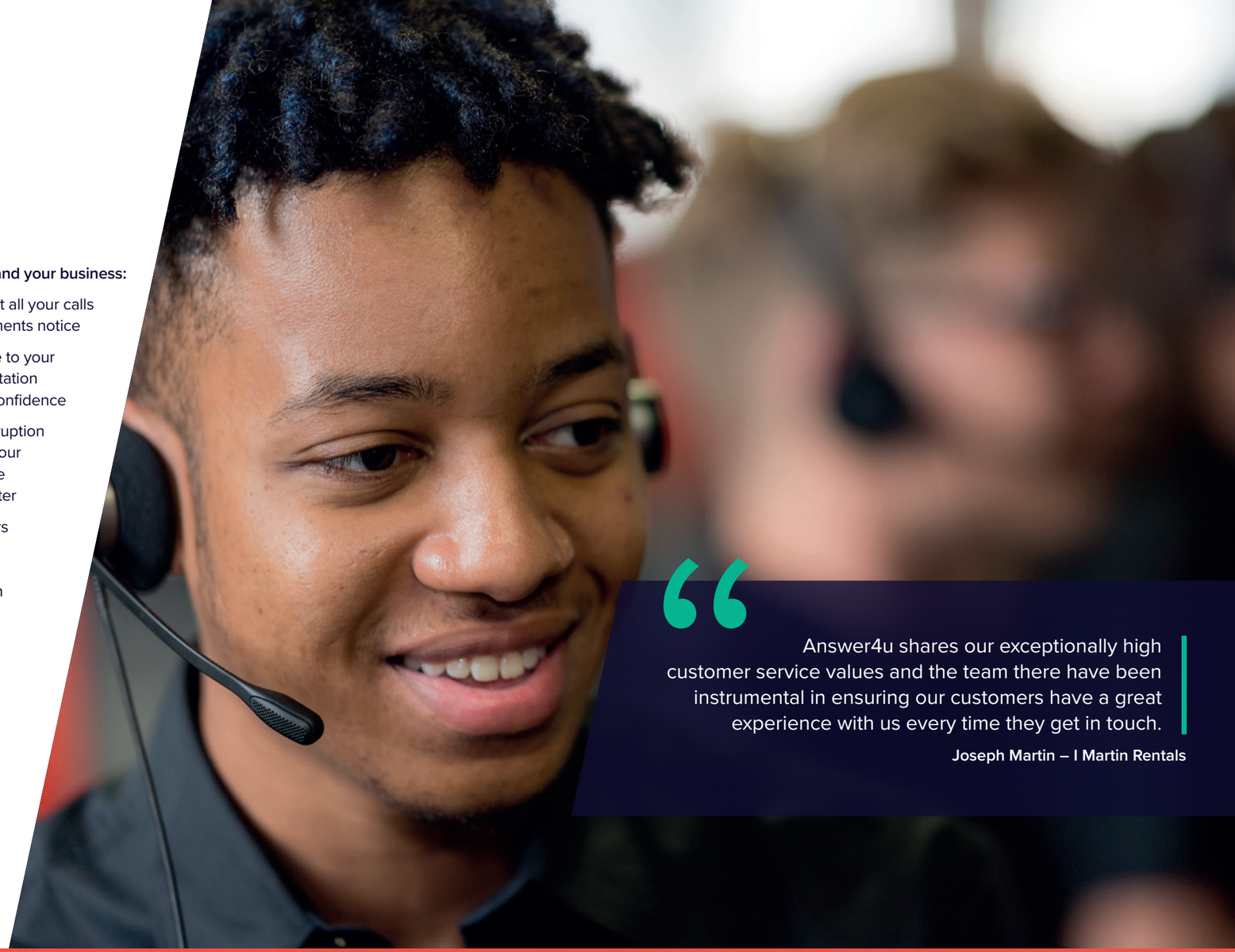
The Service:

- Ensures your business is safe from disruption and meets all regulatory compliance
- Your bespoke call answering solution will be built to your exact requirements in advance, in readiness of any activation
- Available options to suit your requirements including basic message taking, customer helplines, order taking, diary management, virtual reception and call-out services
- Your calls will be answered professionally in your company name as if from your own business premises.



Benefits to you and your business:

- Ability to divert all your calls to us at a moments notice
- Avoid damage to your business reputation or customer confidence
- No loss or disruption of service to your business in the event of disaster
- Your customers would never know there was a problem



> "Answer4u shares our exceptionally high customer service values and the team there have been instrumental in ensuring our customers have a great experience with us every time they get in touch.
>
> **Joseph Martin – I Martin Rentals**