

CALL HANDLING



Innovative technology and professionalism

We balance the perfect mix of technology and people skills to ensure that your calls are being handled in the manner required for your business.

COMMUNICATION IS KEY

Communication is a key element for your company. Many businesses are heavily dependent on their telephone function. The initial call is a crucial one. This will help to form the caller's first impression of your organisation's reliability, efficiency and standing.

PROFESSIONAL & EFFICIENT

Dictasol handles every call in a clear and professional manner. Your clients will receive the service they deserve. A personalised and consistent service will create the right impression of your company to prospective clients.



CALL SOLUTIONS

Cost savings are inevitable, but there are other reasons that can improve your service that make Dictasol call handling the perfect solution for you.

Lost calls means lost business or disgruntled clients. To overcome this you need a partner who will be there to support you. Peaks in demand can cause constant operational pressure and unwanted stress. Dictasol offers an out of office call service allowing you to increase communication with existing or new clients.



We understand that your core business is not to run a call centre. By handing this support service to us you can dedicate more time to focus on your core business functions.

From the occasional sales enquiry to a full customer service inbound response we have the experience and capability to provide a solution to help you.

PEACE OF MIND

Below is a list of some of the call handling solutions we provide. If you cannot see what you are looking for please do not hesitate to contact us and we will endeavour to meet your requirements.

- 📞 Pre-sales enquiries
- 📞 Product ordering
- 📞 Product support
- 📞 Outbound telesales
- 📞 Customer feedback
- 📞 Virtual reception
- 📞 Full range of overflow telephony services

