



CONTACT CENTRE OVERFLOW

Maintaining a high quality service for your customers

Unpredictable call volumes can cause your customer experience to suffer.

Unexpected spikes in call volumes or planned and unplanned staff absence can all affect your ability to answer every call and maintain a high quality service for your customers.

We can provide overflow support for customer servicing and collections activities. Whether it's additional staff or physical office space for existing clients who use Target's core software solutions on a hosted service, we can provide a facility that can be tailored to fit your business.

We can also offer a flexible service where your system environment can be set up within a secure target servicing centre avoiding any potential data migration issues.

In addition, overflow or work can be re-directed to our servicing teams during peak activity in collections or simply as an alternative customer service option.

TARGET VALUE ADDED SERVICES

HOW WE CAN SUPPORT YOU

01_

Provision of both call and workload overflow support for a range of client and back office functions.

02_

A tailored set of options ranging from additional staff through to office space and process support.

03_

The potential to duplicate your system environment within our own secure service centres avoiding data migration issues.

BENEFITS TO YOUR BUSINESS



FLEXIBILITY

Services and redirection can be tailored to fit the specific requirements of your contact centres and activities.



RISK MITIGATION

We can mitigate the impact of increases in both workload and call volumes on your ability to service your customers.



HIGH QUALITY SUPPORT

Our market leading systems, process and highly trained staff deliver an exceptional level of support to your customers matching the support you provide.

WHY TARGET GROUP

We have a proven track record of delivering outsourcing support enabling our clients to operate more efficiently and swiftly to bring products to market whilst managing risk. With **over 36 years' knowledge and experience**, Target Group is perfectly placed with the systems, processes and staff to ensure you maintain the quality of service your customers expect.

Target is currently rated by Standard & Poor's as "Above Average" for primary residential mortgage servicing and primary consumer finance in the UK.



Visit targetgroup.com to learn more about our overflow services and why Target Group is the right partner for you. T: 0845 650 6200 www.targetgroup.com