



Cost effective inbound contact centre services.

Are you missing
important client calls?

Who's answering your
clients calls after hours
and on weekends?

Hello is the answer!

*Hello is owned and operated by
the Royal Life Saving Society WA.*

*Hello Customer Contact Services
are a shared call centre service
that operates 24x7x365.*

*Simply put we can answer the
calls you can't.*

*Hello currently provides call
centre services to many business,
charities and government
agencies throughout Australia.*

Why don't you use Hello?

Inbound 24x7x365

Introduction

Great Customer service begins with "Hello".

Hello Customer Contact Services provides a comprehensive range of inbound call handling services for both small business and large corporations alike.

Operating 24x7x365 we can improve your customer service by simply saying "Hello".

Message Taking

Hello can provide a simple cost effective message taking service 24x7x365. Messages can be delivered via SMS, email or telephone instantly or daily.

Overflow Calls

During busy times, important calls are often missed.

Hello can assist in handling overflow calls during peak times.

Hello can answer simple questions, take messages or even transfer calls back to a specific person if required. It's up to you.

After Hours—Escalation

Hello can provide a cost effective after hours answering service rather than the dreaded answering machine. Based on your requirements, Hello can escalate the message to those that need the message 24x7x365. Alternatively we can simply take a message and SMS or email the message for you to deal with at the next convenient moment.

Staff Tracking

Hello can provide a tracking service for your staff or technicians when they are on the road or on the job.

Simply by ringing Hello at the start and end of a job, Hello can provide a tracking service to minimise risk and provide greater visibility of staff movements.

Order Taking and Scheduling

Hello can assist with the collection and receipt of customer orders. Order can be processed through your system or we can allocate these to specified technicians based on your business rules. On-line scheduling of staff can deliver effective work scheduling.

Contact us and say Hello today

1800 730 333



Royal Life Saving

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