



HearSay  
It's your call

## About us

### **HearSay Limited**

PO Box 254, Shipley  
West Yorkshire, BD17 6WF  
United Kingdom

e: [info@hearsay.org.uk](mailto:info@hearsay.org.uk)

w: [www.hearsay.org.uk](http://www.hearsay.org.uk)

t: +44 (0) 845 345 1845

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## About us

### **OUR PARTNERING APPROACH**

With many years' experience in providing specialist call handling services, the HearSay team is committed to supplying a service second to none in supporting and helping our clients to achieve their marketing objectives.

- We fully appreciate that effective inbound call handling, outbound call handling and associated services are vital to our clients' business success, and we seek to become a valued part of their team.
- Our approach includes developing an in-depth understanding of our clients' business strategies, initiatives, products and services in order to ensure that we promote and represent their interests in the most efficient manner.

Above all, we are driven by the knowledge that our success depends upon our clients' continuing success.



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# Inbound Call Handling

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## Inbound Call Handling

In today's highly competitive business world, quality response to inbound calls is a vital element in successful customer contact management.

Lack of attention to this crucial aspect is a direct contributory factor towards a company's loss of image, reputation, sales and profit.

HearSay offers a selection of inbound services to support all needs –

- Media response
- Technical support
- Correspondence handling
- Order processing
- Payment processing
- Customer helpline
- Complaints handling
- Donation lines
- Brochure requests
- Call overflow
- Customer services
- Helpdesk
- Sales promotion response

We will be pleased to discuss the development and extension of these services to suit your requirements.

Complete confidentiality and security is assured at all times.



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# Outbound Call Handling

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## Outbound Call Handling

Experienced and knowledgeable HearSay staff are available to undertake the specialist work involved in supporting any type of tele-sales or marketing campaign. This is a skilled feature of HearSay expertise, and one which can be carried out on a bespoke and dedicated basis to suit any particular requirement.

Our range of activities include –

- Appointment making
- Lead generation
- Market research
- Product/service cross-selling
- Client retention
- Mystery shopper surveys
- Follow-up calls (mail shots, new business and renewals)
- Data validation
- List cleansing

### **COMPLEMENTARY SERVICES**

Other attractive and profitable income opportunities available are –

- Fulfilment
- Data capture
- Data support
- Data building
- TPS/MPS
- Data supply

All work is carried out in an efficient and confidential manner.



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## Pricing & Summary

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## Pricing & Summary

### **SERVICE SUMMARY**

Our proven partnership approach provides the ideal platform for the development of mutual confidence and trust – so necessary for both parties in successfully achieving business objectives.

- Following our initial briefing, we will submit a proposal tailored to suit your specific needs and to maximise the performance and profitability of your tele-marketing operations.
- Total confidentiality and security is assured.

The cost-effective HearSay service offers –

- NO SET-UP FEE
- NO MONTHLY MANAGEMENT FEE
- NO REPORT FEES

**The only cost you incur is when HearSay is profitably engaged on your business - YOU CANNOT LOSE!**



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## Client Testimonials

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## Client Testimonials

We are pleased to quote from just some of the many letters that we have received from grateful clients in appreciation of our dedicated and professional contact and call centre support services.

“..you helped us immensely in handling the high number of calls we were receiving, and I will certainly be recommending your company to other businesses.”

**Manager, National Insurance Company**

“.. work has included handling large amounts of confidential data, moving quickly to accommodate different telephony campaigns, types of customer and variable call volumes at fluctuating periods of the week.”

“..we have been extremely satisfied with the work...and I would have no hesitation in recommending CCS Limited as an effective contact centre outsourcing solution to prospective clients.”

**Managing Director,  
Leading Finance Organisation**

“..how well you very quickly took our business under your wing and how you delivered the excellent levels of Customer Service our customers expect.”

**Contact Centre Manager,  
Major Credit Company**

“CCS support our business with flexibility and alacrity...”

“..have always maintained a professional and cost effective service to us.”

“I would have no hesitation recommending CCS to any potential client.”

**General Manager, Quality Financial Services Company**

“We appreciate your help and cooperation..”

“..thanks for your loyalty to the charity..”

**Secretary, National Charity**