

Outsourcing



Inbound and outbound call centre outsourcers Apex People Ltd., based at Malik House, Bradford.

Call Centre Outsourcing...

- Capability for inbound and outbound campaigns
- Highly trained advisors
- Experienced management team

“Our strategy is to provide clients with stream-lined solutions and first-class service...”

Inbound and Outbound Call Centre's

Apex People specialises in recruitment and call centre outsourcing. We offer capable advisors, a skilled and experienced management team together with the latest technology and stylish, modern call centres. We are based in two large sites in Lancashire and Yorkshire which have seen rapid expansion. The next step for Apex People is to expand into additional sites nationwide.

All our call centre advisors undergo a rigorous training programme, including classroom training; one-to-one's with Team Managers and 'buddying' until the advisor is ready to take live calls on their own. Our experienced Team Manager's monitor calls on a daily basis and ensure that further training is provided, where necessary, to ensure the perfect balance is maintained in terms of efficiency and customer service.

What sets us apart from our competitors is our extensive collective experience. Our carefully selected team has decades of call centre experience covering every aspect from management, software, I.T., training, HR, reporting and recruitment.

For transparency and peace of mind for ourselves and our clients, we have full call recording systems in place with easy call retrieval, as well as detailed management reports and analyses.

Apex People can offer you an exceptional management team, bespoke I.T and telephony solutions together with highly trained advisors and the ability to expand quickly as your business grows.

Call Centre Services

We can provide the following services:

- Contact Centre
- Outbound Campaigns
- Customer Services
- Database Management
- IT Support
- Financial Services
- Inbound Campaigns
- Bespoke I.T. Solutions

More Information

For more information on our inbound or outbound call centre services, please contact Lynne Holgate on the details below.

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Apex People specialises in call centre outsourcing, having the resources to deal effectively with both inbound and outbound campaigns.

Why not visit our website for further information.

www.apexpeople.co.uk