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## **New Team Australian 'AIR' call & web chat customer service, brings the online Help Desk back home!**

*As competitively priced as any offshore contact centre, the 'AIR' Australian online Help & Service Desk team from Sydney, offers 60 hours of genuine Australian intuitive response to ecommerce customers in Australia, for as little as \$199.00 per week.*

### **Brilliant - How does it Work?**

The Team Australian 'AIR' business model is Sydney based and evolutionary. Recognizing that over 85% of online interactions are fully self service and need no help, AIR provides one on one telephone & web chat support to the small ( but very important) number who do.

We provide a low cost solution by charging only for the actual time on a call or a web chat, and utilizing a team of agents working for us remotely around Australia.

We like to work with clients who are focused on customer service excellence (preferably SME's, with less than 1000 calls or web chat requests a week). This allows us to stay lean , with great staff and client knowledge to provide personal service and to deliver a genuine Australian intuitive response to your customers.

Most importantly we strive to maximize online shopping conversions and to constantly generate positive social, Facebook and Twitter feeds for your brand.

All caller and web chat conversations are entered into our Team Australian client CRM database and (however access is provided), into the client online site or server via VPN.

We provide expert help (IT level 1 ) plus sales, bookings, registrations and filtering. Our AIR team have particular expertise in :- ecommerce support, Financial services, Pharmaceutical, Medical, FMCG, Automotive, Home Building, International Travel, Ticketing, Wine, Education services, Comparison sites, Promotional Q&A /T&C support.

The AIR/Team Australian service offers a definitive alternative to the offshore contact centre model of volume, with maximum throughput. Where 'on hold' queuing and 'run around' occurs as a result of too few trained staff, low skill levels, high staff turnover and legacy systems designed to push callers to the next available agent to take a call.

In AIR the same person, with the skill set and training to resolve the customer issue, answers key questions and (where part of the service) quickly process the credit card transaction to our clients merchant account.

We provide dedicated lines and URLs for clients to move calls and web chats to us. This may occur as a full outsource, or as an overflow from a company customer service centre.

**Team Australian AIR**  
**Australian Intuitive Response**

## **'AIR' Services – Extended Hours, Low Commitment, Pay as you Go**

Standard Team Australian 'AIR' systems are provided live from 8am AEST, for 60 hours per week configured to client requirements, including nights & weekends. Telephone and web chat, emails and SMS are serviced. All systems run 24/7, including web chat. Tailored voice mail messages allow overnight phone calls to be serviced with a call back made on the next business day. Web chat Q & A templates are used outside of live service hours.

The 'AIR' service is available on a variable cost per minute (at \$0.90 cents in 30 second increments). Or on a fixed cost per call or web chat at \$5.95 (to 5 minutes).

Entry level pre- paid time packages, allow 115 minutes of calls & web chats per week, with 60 hours of Australian service at just \$199 per week.

Where response volumes are unknown (e.g. start ups) an entry level pre-paid package can be purchased, with over- minutes (over 115 per week, or 500 per month) charged at \$0.90 per 30 second unit. Contracts can be reviewed after 1 month.

A one off set up fee of \$500 applies to program a support CRM database with client product & service information, scripts, FAQ's and protocols (Additional set up costs may apply if more complex training and IT time is required to connect to client sites via VPN).

Team Australian /AIR is a complete Help & Service Desk solution. Where a Receptionist message taking call centre solution is sought, a Sydney based Answering service can be recommended. Costs from \$99.00 for 100 call messages per week. This service can also provide 1800 & 1300 numbers if required.

Outbound Telemarketing campaigns for market intelligence, customer retention, meeting setting and lead generation are provided under the ACE banner and quoted separately. Australian Customer Engagement (ACE) also uses our expert team of Australian staff.

### **Getting Started**

All that is required is the start date, preferred hours of Help or Service Desk service availability, anticipated number and type of calls, web chat sessions and emails per week. Source generation (online, offline, media and social channels) also helps our response.

We will send a Service Agreement for review and arrange to meet, Skype or conference call to arrange implementation details, including staff training. Services can be established within one or two weeks, dependent on client training.

We look forward to bringing the service back home. Thank You – Chris Payne. CEO

### **Customer Engagement Australia Pty Ltd**

#### **Team Australian 'AIR' contact centre**

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