

## PRODUCT & FOOD SAFETY RECALLS

**Team Australian AIR contact centre. Specialist response teams to answer your Product & Food Safety Recall calls & emails. On call - \$398 weekly, all inclusive.**

### How does it Work - What service is provided?

- The Team Australian 'AIR' contact centre is Sydney based and is part of the Australian service economy. The company provides highly trained Australian help desk services with telephone & email support as a very flexible and cost effective outsource alternative to salaried staff hours. Product & Food Safety Recalls requiring extra resources for short periods, are a specialty .
- Genuine Australian Intuitive Response (AIR) delivers an excellent customer engagement experience for Australian businesses and customers. The AIR team provide a great alternative to the disliked offshore or large contact centre model of 'on hold' queuing and 'run around' because of inexperienced staff, English as a second language and high staff turnover.
- The AIR team quickly establish a one on one customer relationship, with calls, emails and texts exchanged as the engagement requires it, through to resolution.
- All caller details and conversations are managed and entered into the Team Australian Filemaker Pro database for recalls response, scripting, tracking and compliant ACCC reporting.
- Where access is provided, data can also be entered directly into the client CRM, online site, or server via VPN.
- The Team Australian 'AIR' team are customer service certificate qualified with wide experience including :- FMCG, Pharmaceutical, Medical, Food Industry, Manufacturing, Brown & White Goods, Motor Vehicles, Home Hardware & Building Products. US & UK Visa applications, Sales promotion redemptions, Q&A and T&Cs.
- Dedicated phone lines (1800, 1300 or Sydney answer point numbers) are provided for clients to move calls, emails (and where contracted, web chats) to the trained team.
- Services are provided either as a full outsource or as an overflow from a company customer service centre (to insure KPI's and customer service levels are contained).
- Disaster Recovery services are also provided.
- Team Australian' AIR' services run 5,6 or 7 days AEST. With a minimum 60 hours per week of service provided, including nights & weekends.
- All AIR Help and Service Desk services are provided by Australians, in Australia.*



### Product & Food Safety Recall Teams - Service Costs

- ❑ **Product & Food Safety recall pre paid time packages, allow 250 minutes of calls, emails & texts per week at just \$398.00. Weekly packages of 500 and 1000 minutes are also available.**
- ❑ **The service is also available on a cost per hour basis at \$39.50 per dedicated & trained Australian agent, plus \$5.50 per hour for systems & infrastructure.**
- ❑ **Packages include extended Australian Help Desk service hours of 60 hours per week, which can be configured to suit the client requirement, including weekends & nights.**
- ❑ **All services cover Australian help desk, inbound and outbound calls, email response, escalations and daily reporting for customer engagement management (CEM).**
- ❑ **Where call volumes are difficult to predict (often the case with Product & Food Safety recalls) a pre paid package can be purchased with over-minutes (over 250, 500 or 1000 per week) charged at \$0.90 cents 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, Product safety recall 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 Product Recall & Help Desk outsource solution, which has been provided over 15 years to Australian companies and government. The service meets all of the recommendations of the ACCC Consumer Product Safety Recall Guidelines (*'What a supplier should do when conducting a product safety recall.'* December 2015).**
- ❑ **Outbound call campaigns for tracking legitimate ownership of products for recall and identifying product locations, are also provided if required to meet the Supplier/ACCC recall strategy. Outbound campaigns use the expert team of Australian staff & are quoted separately.**

### Getting Started

All that is required is the start date, required hours of service availability, anticipated number and type of calls and emails per week. A schedule of the recall advertising and activity for the allocation of staffing levels. Details of any activity planned for customer service recovery.

We will send a Service Agreement & NDA for review (contracts can be set to the actual ACCC Recall period ). We arrange implementation, including training, scripts and the establishment of telephone lines and 1300 or 1800 numbers. Our database programming and telephone response services can be established within 48 hours of contact.

**Contact: Chris Payne. CEO**

**Customer Engagement Australia Pty Ltd - Outsourcing Specialists**

Tel (02) 8069 8420, Mob 0420 407 437. email – cpayne@customerengagement.net.au  
Level 3, 1049 Victoria Rd, West Ryde NSW 2114. Sydney. Australia  
www.teamaustralian.com.au



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