

Media Release – Business Version  
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## **United Kingdom Border Agency offers improved telephone coaching services for British Visa applicants in Australia and New Zealand through the Team Australian contact centre in Sydney.**

May 20, 2012 - Sydney's Team Australian Customer Service (TACS) celebrates the 6th year of its customer contact and information service partnership with the British High Commission and UK Border Agency in Australia and New Zealand. This year brings an expanded service with the TACS Sydney contact centre introducing innovative queuing and updates via SMS technology, to streamline the customer experience on the telephone.

Utilising high level telephone technology, sophisticated database software and a highly trained Australian specialist passport and visa information service team, the TACS customer contact centre operates from Manly Vale in Sydney's lower North Shore.

A custom built IVR system using the Telstra Infocall Extra (user pays) service, through service provider Salmat Interactive, the 1902 941 555 service provides 24/7 self service, with live consultant support available from 8.30am – 5pm weekdays. Callers utilise the automated system, with variable timed rates [no charge while in the queue] with easy access to the 'live' consultants. Alternatively direct consultant untimed access is available via 1300 858 472 (UK VISA) - for a low fixed fee of \$12.00.

Combined with the expert design and management of automated systems by long time TACS business partner Total System Solutions (TSS) and the TACS experience in Visa, Passport and related travel, accurate expert information is consistently delivered. In addition to the British High Commission in Australia and New Zealand, TACS also previously worked with the US Consulate General (for Non Immigrant Visa & ESTA ) and also provides services to the Italian Embassy and Consulate network in Australia.

The Client Services Director of Team Australian, Mr Chris Payne stated, "Our relational databases and provision of a secure client interface into our CRM system, ensures customer privacy. With our new services we are now also able to send SMS messages to our callers, when we have updated progress information available for them. And when the lines are particularly busy, the system invites callers to enter their mobile number, to receive an SMS alert to call back, once the queue level has reduced. On the talk side of things our first call resolution is currently excellent at around 80% and with these measures we are aiming to bring this closer to 90% in 2012/2013".

Mr Payne concluded "The User Pays telephone service model offers a low cost service to applicants for UK Visas. This is a particularly complex travel and regulatory area, where the applicant needs to receive specialist assistance from industry experts. With the caller paying for the information, the revenue significantly subsidises what would otherwise be a substantial in-house cost for the UK Government"

The User Pays Help Desk and coaching facility is available through Team Australian Customer Service to Consulates and other travel organisations dealing directly with the Australian or New Zealand public. Further details are available by contacting Chris Payne of TACS on 02 9949 0899.

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### **About Team Australian Customer Service**

Team Australian Customer Services (TACS) was founded by Chris Payne and other investors in 2012, as an exclusively Australian outsource customer service organisation. Based in Sydney, the privately owned company has grown quickly with a renewed demand for genuine Australian customer service to be provided by Australian based staff - and for Australian data privacy. TACS has a closely controlled number of clients, to ensure the highest levels of service delivery. It has the capacity to handle up to 9600 inbound service calls per day. Workstations are fully computerised, use integrated telephone and CRM database systems, support BDSL broadband, cable and digital communications, are fully redundant and can connect directly to clients through virtual private networks, modems or routers. The company takes pride in that over 80 per cent of calls to its centre are answered by a consultant within 30 seconds and that its staff turnover is less than ten per cent a year - both figures very rare in the contact centre industry. TACS clients in Australia include:- ANSTO, Dick Smith Foods, The Fred Hollows Foundation, Pfizer Australia, United Kingdom Border Agency (UKBA), Embassy of Italy, Westmead Children's Hospital, Specsavers, The Sydney Festival, Zoll Medical.

For the British High Commission and the US Consulates in Australia the TACS Consulate call centre team have provided specialist visa and travel information support to Australians who require visas to visit Britain and the USA. Since 2006 the TACS call centre consular service teams have assisted over 500,000 applicants for UK and the US visas.

#### **For further information please contact:**

Christopher Payne



Team Australian Customer Service Pty Ltd  
226 Condamine Street,  
Manly Vale SYDNEY. NSW 2096  
T: (02) 9949 0899  
Email: [cpayne@teamaustralian.com.au](mailto:cpayne@teamaustralian.com.au)  
[www.teamaustralian.com.au](http://www.teamaustralian.com.au)