

Customer support

Rapid response call centre support

The customer experience challenge

Crises, incidents and one-off issues happen. Whether it's a system outage, cyber attack or commercial event, all organisations will experience challenges that impact business as usual.

In order to be resilient, when these events happen organisations need to move swiftly to communicate and engage with affected stakeholders and customers, providing the right level of support to minimise their concerns, answer questions and allay fears.

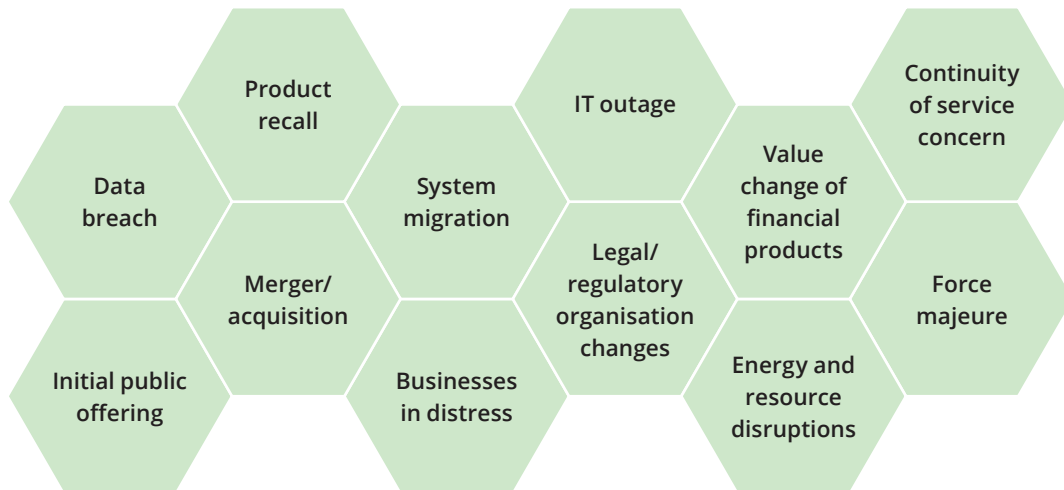
Customers expect communication and support from businesses they deal with, be it via a call centre, chatbot, social media or other communication platforms. This 'duty of care' becomes especially important in crisis situations.

This combination of crisis and customer expectations creates a short-term need for **'surge capacity'** to meet the rise in customer calls and concern.

- **Scale** – Do you have the capacity and infrastructure in place to manage a huge surge in customer calls or emails?
- **Speed** – Can you respond in a timely manner — fast?
- **Reach** – Do you have the geographical reach & channels?
- **Service** – Can you operate in multiple languages if required?
- **Support** – Who do you have standing by ready to help?

In the event any unexpected situation, we can rapidly mobilise a customer support capability on your behalf to allow you to focus on business as usual activity and ensure the incident is dealt with swiftly and effectively.

Examples of crises and incidents

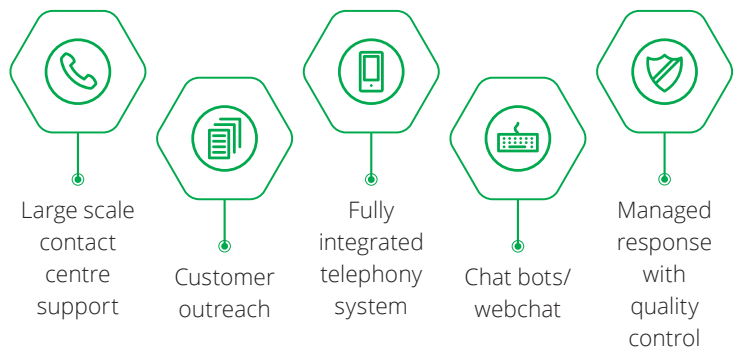


Our solution

Our customer support service allows you to meet the call surge, supporting the customer experience by rapidly mobilising agents and infrastructure to scale up capacity.

Our operations mobilise mass outreach and communication services along with on-call support to meet your demand even in the most extreme circumstances.

We use ready-to-go technology to link with your teams and manage queries across multiple countries and languages. We can also deploy chatlines, chatbots and other message support to allow different channels of engagement.



Additional areas of Deloitte expertise:







- Complaints/claims
- Remediation
- Document review
- Cyber incident response
- Forensics
- Crisis management

Why Deloitte?

Deloitte's brand and reputation is underpinned by world-class advisory work in crisis management and managed services. By partnering with us, you know you have every aspect covered in the event of a crisis.

 <p>Scale</p> <ul style="list-style-type: none"> • Guaranteeing the capacity to meet your customers' demands • Guaranteeing the ability and infrastructure to operate at scale • Guaranteeing support in response to a range of potential incidents • The ability to meet demand as the business and customer base grows 	 <p>Expertise</p> <ul style="list-style-type: none"> • Fully trained and specialist staff to support your customers through the process • We provide the subject matter experts to support you at every stage of preparing and responding to a crisis • Access to additional technical or operational Deloitte expertise in the event of an incident 	 <p>Speed</p> <ul style="list-style-type: none"> • Capacity and infrastructure already retained in preparation for a crisis • Fully integrated solution from workflow and telephony to identity protection service • Pre-contracted service agreements • The ability to stand up trained and accredited agents within days 	 <p>Quality & Credibility</p> <ul style="list-style-type: none"> • Industry leaders in the area of crisis management • Quality assurance placed at the forefront of what we do • A customer driven response with proven positive results • Many years of proven experience • Detailed and regular management information
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Our credentials

	 <p>Fund underperformance</p>	 <p>Data breach response</p>	 <p>Customer response/complaints</p>
	<p>Financial services</p>	<p>Pharmaceutical</p>	<p>Retail bank</p>
 <p>Challenge</p>	<p>A financial services client required a rapid mobilisation of call handlers to respond to a surge in complaints from financial advisors and customers following a portfolio closure.</p>	<p>The personal details of a large number of our client's customers were compromised following a data breach.</p>	<p>A retail bank client required rapid response support to deal with a surge of customer contact after they suffered serious technical issues.</p>
 <p>Support provided</p>	<p>Working collaboratively with the client to develop FAQs and scaling a team of case handlers to manage communication to a large number of financial advisors and customers within a few working days.</p>	<p>We developed a customer outreach and claims handling operational plan and rapidly established a contact centre to liaise with the affected customers.</p>	<p>We rapidly mobilised a team of 500 specialists and case handlers. Our operation managed thousands of inbound and outbound calls and set up a robust printing facility to print and mail customer letters.</p>
 <p>Outcome</p>	<p>Our ability to respond swiftly ensured business as usual activity was undisrupted, and the client's customer base was fully informed on the implications of the closing of the fund.</p>	<p>By managing the interaction with a large volume of affected customers, the impact on the client's communications and customer service teams was minimised.</p>	<p>Our operation processed in excess of 80,000 customer enquiries and complaints, which reduced the impact of the crisis on the client's business operations.</p>

How our service works

Retained support service

A retained service with guaranteed resource and response levels

If you choose our retainer service, we will work with your team to prepare before a potential incident occurs.

This includes planning for a crisis by integrating your playbook into our operational hub, aligning infrastructure, testing and conducting drills, which allow us to rapidly provide support during an incident. We review internal training processes and update regularly in line with any relevant changes.

Live incident response

Rapid response support when a live incident occurs

Our hotline is available 24/7. Once we understand the incident details, we guide you through the remediation process. Our incident response managers coordinate all the elements of delivery to ensure that you have the support you need from day one.



Contact us



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